Special Item No. 54151S – Information Technology Professional Services

Special Item No. OLM – Order-Level Materials

FPDS Code D301  IT Facility Operation and Maintenance
FPDS Code D302  IT Systems Development Services
FPDS Code D306  IT Systems Analysis Services
FPDS Code D307  Automated Information Systems Design and Integration Services
FPDS Code D308  Programming Services
FPDS Code D310  IT Backup and Security Services
FPDS Code D311  IT Data Conversion Services
FPDS Code D313  Computer Aided Design/Computer Aided Manufacturing (CAD/CAM) Services
FPDS Code D316  IT Network Management Services
FPDS Code D317  Creation/Retrieval of IT Related Automated News Services, Data Services, or Other Information Services (All other information services belong under Schedule 76)
FPDS Code D399  Other Information Technology Services, Not Elsewhere Classified

Note 1: All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.

Note 2: Offerors and Agencies are advised that the Group 70 – Information Technology Schedule is not to be used as a means to procure services which properly fall under the Brooks Act. These services include, but are not limited to, architectural, engineering, mapping, cartographic production, remote sensing, geographic information systems, and related services. FAR 36.6 distinguishes between mapping services of an A/E nature and mapping services which are not connected nor incidental to the traditionally accepted A/E Services.

Note 3: This solicitation is not intended to solicit for the reselling of IT Professional Services, except for the provision of implementation, maintenance, integration, or training services in direct support of a product. Under such circumstances the services must be performance by the publisher or manufacturer or one of their authorized agents.

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Contract Number: 47QTCA18D005Y
Contract Period: Jan 26, 2018 - Jan 25, 2023
Pricelist current through SF30: PS Mod # 0009, dated May 12, 2020.

General Services Administration
Federal Acquisition Service

Products and ordering information in this Authorized FSS Information Technology Schedule Pricelist are also available on the GSA Advantage! System (http://www.gsaadvantage.gov).
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TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES & ORDER LEVEL MATERIALS (SPECIAL ITEM NUMBERS 54151S & OLM)

1. SCOPE

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

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

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 in accordance with this clause.

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

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

3. ORDER

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

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

4. PERFORMANCE OF SERVICES

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

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

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

d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

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

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

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

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

(1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and

(2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

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

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

6. INSPECTION OF SERVICES

The Inspection of Services–Fixed Price (AUG 1996) (Deviation 1 – May 2003) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection–Time-and-Materials and Labor-Hour (May 2001) (Deviation 1 – May 2003) clause at FAR 52.246-6 applies to time-and-materials and labor-hour 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 (Deviation – Dec 2007) Rights in Data – General, may apply.

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

9. INDEPENDENT CONTRACTOR

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

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

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

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

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

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

11. INVOICES

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

12. PAYMENTS

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

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

13. RESUMES

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

14. INCIDENTAL SUPPORT COSTS

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

15. APPROVAL OF SUBCONTRACTS

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.
16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING

This section includes a description of all corresponding labor categories for those individuals who will perform the service should be provided. Pricing for all IT Professional Services are in accordance with the Contractor’s customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices.

Note: RK Software Inc. recognizes varying levels of education and experience in their position descriptions. RK Software Inc. maintains that many years of experience is often as or more important than formal education. Therefore, it is RK Software Inc.’s policy to substitute related experience for higher education as referenced below where appropriate and in accordance with client expectations.

Commercial Job Title: Software Development Lead

General Experience Description:
Experience in leading a team of minimum two or more members and analysis of software requirement specifications.

Functional Responsibility:

a) Analyze the Requirement Specification
b) Determine the type of Software to be used.
c) Determine the Software Architecture
d) Create process diagram and define each process along with the input and output from each process.

Minimum Education / Experience:

- HS/GED & 6 years minimum relevant experience
- AA/AS & 4 years minimum relevant experience
- BA-BS & 2 year relevant experience
- MS-MA & relevant experience
*2 added years of experience credited to employee for MCP/Java Certification, or equivalent.

Commercial Job Title: Software Associate

General Experience Description:
Experience in software development / testing.

Functional Responsibility:

a) Prepare Test Cases
b) Perform Regression and/or Black Box Testing.

Minimum Education / Experience:

- HS/GED & 4 years minimum relevant experience
- AA/AS & 2 years relevant experience
- BA-BS & relevant experience
*2 added years of experience credited to employee for A+ Certification, or equivalent.

Commercial Job Title: Software Development Intermediate

General Experience Description:
Experience in software development.

Functional Responsibility:

a) Coding the functional modules.
b) Documentation of the modules coded.
c) Programmer level testing of the modules coded.

Minimum Education / Experience:

- HS/GED & 4 years minimum relevant experience
- AA/AS & 2 years relevant experience
- BA-BS & relevant experience
*2 added years of experience credited to employee for A+ Certification, or equivalent.
Commercial Job Title: Software Development Senior

Minimum/General Experience:
Experience in software development.

Functional Responsibility:

a) Coding the functional modules.
b) Create the frame-work for each process in the process diagram after analysis.
c) Identify the common functions and embed them into dynamic link libraries
d) Documentation of the modules coded.
e) Programmer level testing of the modules coded.

Minimum Education / Experience:

- HS/GED & 6 years minimum relevant experience
- AA/AS & 4 years minimum relevant experience
- BA-BS & 2 years relevant experience
- MS-MA & relevant experience

*2 added years of experience credited to employee for MCP/Java Certification, or equivalent.

Commercial Job Title: Web Designer

General Experience Description:
Experience in web portal design.

Functional Responsibility:

a) Review Client requirement and determine the theme of the web portal.
b) Design the framework and the web-flow.

Minimum Education / Experience:

- HS/GED & 4 years minimum relevant experience
- AA/AS & 2 years relevant experience
- BA-BS & relevant experience

*2 added years of experience credited to employee for Web Design Certification, or equivalent.

Commercial Job Title: Web Software Developer

General Experience Description:
Experience in web software development.

Functional Responsibility:

a) Coding the different web modules.
b) Documentation of the web based modules coded.
c) Programmer level testing of the coded web module

Minimum Education / Experience:

- HS/GED & 4 years minimum relevant experience
- AA/AS & 2 years relevant experience
- BA-BS & relevant experience

*2 added years of experience credited to employee for MCP/Java Certification, or equivalent.

Commercial Job Title: Database Manager

General Experience Description:
Experience in database management, e-r diagram, database normalization and creation of databases, experience leading teams of two or more.

Functional Responsibility:

a) Creation of Database by Analyzing the requirement specification document.
b) Database Normalization.
c) Database Design
d) Managing and co-coordinating between the programmers/ developers and incorporating the necessary changes to the database design

Minimum Education / Experience:

- HS/GED & 6 years minimum relevant experience
- AA/AS & 4 year relevant experience
- BA-BS & 2 years relevant experience
- MS-MA & relevant experience
*2 added years of experience credited to employee for MCP/Oracle Certification, or equivalent.

**Commercial Job Title Database Analyst Senior**

General Experience Description:
Experience in database management, E-R Diagram, Database Normalization and Creation of Database.

Functional Responsibility:

a) Creation of Database by Analyzing the requirement specification document.
b) Database Normalization.
c) Database Design

Minimum Education / Experience:

- HS/GED & 6 years minimum relevant experience
- AA/AS & 4 year relevant experience
- BA-BS & 2 years relevant experience
- MS-MA & relevant experience
*2 added years of experience credited to employee for MCP/Oracle Certification, or equivalent.

**Commercial Job Title Database Analyst Intermediate**

General Experience Description:
Experience in database management, E-R Diagram, Database Normalization and Creation of Database.

Functional Responsibility:

a) Creation of Database by Analyzing the requirement specification document.
b) Database Normalization.
c) Database Design

Minimum Education / Experience:

- HS/GED & 4 years minimum relevant experience
- AA/AS & 2 years relevant experience
- BA-BS & relevant experience
*2 added years of experience credited to employee for MCP/Oracle Certification, or equivalent.

**Commercial Job Title: System Analysis & Design (Senior)**

General Experience Description:
Experience in leading a team of two or more members and providing analysis of system requirement specifications.

Functional Responsibility:

a) Analysis of the Existing System.
b) Determine the different scenario’s to interact with other systems required to run the different business processes
c) Analysis of the requirement Specification and discuss the needs to incorporate various measures to Automate the business processes.
d) Capability to manage a team if needed
Minimum Education / Experience:

- HS/GED & 6 years minimum relevant experience
- AA/AS & 4 year relevant experience
- BA-BS & 2 years relevant experience
- MS-MA & relevant experience

*2 added years of experience credited to employee for MCP/Java Certification, or equivalent.

**Commercial Job Title: System Analysis & Design (Intermediate)**

General Experience Description:
Experience in software development and design for systems.

Functional Responsibility:

a) Analysis of the Existing System.

b) Determine the different scenario’s to interact with other systems required to run the different business processes

c) Determine the different scenario’s to interact with other systems required to run the different business processes

Minimum Education / Experience:

- HS/GED & 6 years minimum relevant experience
- AA/AS & 4 year relevant experience
- BA-BS & 2 years relevant experience
- MS-MA & relevant experience

*2 added years of experience credited to employee for MCP/Java Certification, or equivalent.

**Commercial Job Title: Network Planning Analyst Senior**

General Experience Description:
Experience in leading a team of two or more members and various types of networking & security projects.

Functional Responsibility:

a) Plan the whole architecture of a network by understanding the requirement specification

b) Capability to Manage other network Administration

c) Able to analyze the need of implementing the necessary level of security in various places

Minimum Education / Experience:

- HS/GED & 6 years minimum relevant experience
- AA/AS & 4 year relevant experience
- BA-BS & 2 years relevant experience
- MS-MA & relevant experience

*2 added years of experience credited to employee for MCSE/CCNE Certification, or equivalent.

**Commercial Job Title: Network Planning Analyst Intermediate**

General Experience Description:
Experience in various types of networking & security projects, i.e. plan network architecture according to the requirement specifications.

Functional Responsibility:

a) Plan the whole architecture of a network by understanding the requirement specification

b) Able to analyze the need of implementing the necessary level of security in various places

Minimum Education / Experience:

- HS/GED & 4 years minimum relevant experience
- AA/AS & 2 years relevant experience
- BA-BS & relevant experience
*2 added years of experience credited to employee for MCSE/CCNE Certification, or equivalent.

**Commercial Job Title: Regular Network Engineer**

General Experience:
Experience in various types of networking.

Functional Responsibility:
- a) Perform routine network operation.
- b) Configure Machines / Servers / Switches and Hubs if necessary.
- c) Perform Restore operations when necessary.

Minimum Education / Experience:
- HS/GED & 4 years minimum relevant experience
- AA/AS & 2 years relevant experience
- BA-BS & relevant experience
- *2 added years of experience credited to employee for MCSE/CCNE Certification, or equivalent.

**Commercial Job Title: Senior Network Engineer**

Minimum/General Experience:
Experience in various types of network architecture design and implementing network security.

Functional Responsibility:
- a) Research on different components on the network to make the network more efficient and secure
- b) Manage a team of Regular Network engineer

Minimum Education / Experience:
- HS/GED & 6 years minimum relevant experience
- AA/AS & 4 year relevant experience
- BA-BS & 2 years relevant experience
- MS-MA & relevant experience
- *2 added years of experience credited to employee for MCSE/CCNE Certification, or equivalent.

**Commercial Job Title: Web Project Manager**

General Experience Description:
Experience in managing web project and coordinating between different web developers.

Functional Responsibility:
- a) Research on different components on the network to make the network more efficient and secure.
- b) Manage the web project scope and change requests.
- c) Approve the Project schedule
- d) Communicate project goals to all management levels
- e) Escalate issues and project scope changes

Minimum Education / Experience:
- HS/GED & 6 years minimum relevant experience
- AA/AS & 4 year relevant experience
- BA-BS & 2 years relevant experience
- MS-MA & relevant experience
- *2 added years of experience credited to employee for PMP Certification, or equivalent.

**Commercial Job Title: Business System Analyst (Senior)**

General Experience Description:
Experience in system analysis and design with the capability of managing a team.

Functional Responsibility:
a) Share their in-depth understanding of the business and system processes and their knowledge.
b) Provide business expertise on the system functionality related to their job functions
c) Participate actively in all phases of the project including planning and analysis, design, development, testing and implementation, related to their area of expertise
d) Be available for the indicated percentage of their time allotted for the project

Minimum Education / Experience:
- HS/GED & 6 years minimum relevant experience
- AA/AS & 4 year relevant experience
- BA-BS & 2 years relevant experience
- MS-MA & relevant experience
*2 added years of experience credited to employee for MCP/Java Certification, or equivalent.

**Commercial Job Title: Business Process Consultant**

Minimum/General Experience:
Experience in various types of business process analysis.

Functional Responsibility:
- a) Analysis of each process in a business to check for improvement and optimization.
- b) Make/ Suggest Necessary changes to management to improve the productivity.
- c) Escalate issues and project scope changes.

Minimum Education / Experience:
- HS/GED & 4 years minimum relevant experience
- AA/AS & 2 years relevant experience
- BA-BS & relevant experience
*2 added years of experience credited to employee for MCP/Workflow Certification, or equivalent.

**Commercial Job Title: Application Project Manager**

General Experience Description:
Experience in Managing Application based project and coordinating between different web developers.

Functional Responsibility:
- a) Manage the web project scope and change requests
- b) Approve the Project schedule
- c) Communicate project goals to all management levels
- d) Escalate issues and project scope changes

Minimum Education / Experience:
- HS/GED & 6 years minimum relevant experience
- AA/AS & 4 year relevant experience
- BA-BS & 2 years relevant experience
- MS-MA & relevant experience
*2 added years of experience credited to employee for PMP Certification, or equivalent.

**Commercial Job Title: PC LAN Management Analyst (Senior)**

General Experience Description:
Experience in Networking with specialization in LAN and Network Security

Functional Responsibility:
- a) Research on different components on the network to make the network more efficient and secure
- b) Manage a team of Regular Network engineer

Minimum Education / Experience:
- HS/GED & 6 years minimum relevant experience
• AA/AS & 4 year relevant experience
• BA-BS & 2 years relevant experience
• MS-MA & relevant experience
*2 added years of experience credited to employee for MCSE/CCNE Certification, or equivalent.

Commercial Job Title: PC LAN Management Analyst (Junior)

General Experience Description:
Experience in Computer Networking.

Functional Responsibility:

a) Suggest Various Network Solutions to achieve faster data processing and optimization of network environment

Minimum Education / Experience:

• HS/GED & 4 years minimum relevant experience
• AA/AS & 2 years relevant experience
• BA-BS & relevant experience
*2 added years of experience credited to employee for MCSE/CCNE Certification, or equivalent.

Commercial Job Title: Web Security Specialist

General Experience Description:
Experience in implementing web-based security solution with the knowledge of networking

Functional Responsibility:

a) Research on different security flaws and maintain the identify the potential threat to the web project
b) Ensure all the security aspect of the web based project
c) Implement firewall/web server based security as and when needed
d) Administration of We-server to implement various security measures

Minimum Education / Experience:

• HS/GED & 6 years minimum relevant experience
• AA/AS & 4 year relevant experience
• BA-BS & 2 years relevant experience
• MS-MA & relevant experience
*2 added years of experience credited to employee for CISA/Ethical Hacking Certification, or equivalent.

Commercial Job Title: Data Migration Specialist

General Experience Description:
Experience in data migration and/or database design.

Functional Responsibility:

a) Identify the data base level changes and various measures to migrate data from one database to another
b) Research on various factors affecting the migration

Minimum Education / Experience:

• HS/GED & 6 years minimum relevant experience
• AA/AS & 4 year relevant experience
• BA-BS & 2 years relevant experience
• MS-MA & relevant experience
*2 added years of experience credited to employee for MCP/Oracle Certification, or equivalent.

Commercial Job Title: Business System Specialist

General Experience Description:
Experience in various types of business process analysis.
Functional Responsibility:
   a) Analysis of each process in a business to check for improvement and optimization
   b) Make/ Suggest Necessary changes to management to improve the productivity
   c) Share their in-depth understanding of the business and system processes and their knowledge
   d) Provide business expertise on the system functionality related to their job functions

Minimum Education / Experience:
   • HS/GED & 6 years minimum relevant experience
   • AA/AS & 4 year relevant experience
   • BA-BS & 2 years relevant experience
   • MS-MA & relevant experience
   *2 added years of experience credited to employee for MCP Certification, or equivalent.

**Commercial Job Title: Data Architect**

General Experience Description:
Experience in various types of business process analysis, database design and data migration.

Functional Responsibility:
   a) Understand the various types of business operations and justify the use of various types of data used in the table Make/ Suggest Necessary changes to management to improve the productivity
   b) Identify the issues of maintaining the data in archive in a suitable manner so that it can be extracted faster.
   c) Defining various types of indexing to make the various operations in the database faster and more efficient

Minimum Education / Experience:
   • HS/GED & 6 years minimum relevant experience
   • AA/AS & 4 year relevant experience
   • BA-BS & 2 years relevant experience
   • MS-MA & relevant experience
   *2 added years of experience credited to employee for MCP/Oracle Certification, or equivalent.

**Commercial Job Title: Help Desk Manager**

General Experience Description:
Experience in networking and/or customer support.

Functional Responsibility:
   a) Customer Support
   b) Giving feedback to the tech team about frequent problems
   c) Manage a Help Desk team to efficiently run the daily operations

Minimum Education / Experience:
   • HS/GED & 6 years minimum relevant experience
   • AA/AS & 4 year relevant experience
   • BA-BS & 2 years relevant experience
   • MS-MA & relevant experience
   *2 added years of experience credited to employee for MCP/Oracle/Java Certification, or equivalent.

**Commercial Job Title: Sr. Project Manager**

General Experience Description:
Experience in project management, and/or specialization in various types software architecture. Leads teams with 3 or more team members. Experience with Key Web and Application based project. Familiar with the latest trends of web and application technology. Thorough knowledge of relational database management system. Excellent communication skills with experience in writing business case requirements, creation of project plans, cost benefit analysis, and familiarity with various project management tools.

Functional Responsibility:
a) Create Business Requirement Documents
b) Determine the type of Software Interface to be used.
c) Determine the Software Architecture
d) Create detailed process diagram.
e) Create Detailed Project Plan

Minimum Education / Experience:
- HS/GED & 6 years minimum relevant experience
- AA/AS & 4 year relevant experience
- BA-BS & 2 years relevant experience
- MS-MA & relevant experience
*2 added years of experience credited to employee for PMP Certification, or equivalent.

**Commercial Job Title: ePayment Website/Application Programmer**

General Experience Description:
Experience in web design and online solutions for e-payments. Applies understanding of accessibility requirements and regulations like ADA and Section 508, as well as cybersecurity and financial industry compliance requirements and regulations like NACHA, PCI/DSS and OFAC, AML. Requires understanding of web-based technologies and thorough knowledge of computer languages such as HTML, DHTML, XML, Java, J++, or VB Script.

Functional Responsibility:
- Responsible for planning, developing, testing and deploying web sites and ePayment solutions.
- Works directly with clients to determine project scope and specifications.
- Manages resources, and ensures overall quality of completed web site.

Minimum Education / Experience:
- HS/GED & 6 years minimum relevant experience
- AA/AS & 4 years relevant experience
- BA-BS & 2 years relevant experience
- MS-MA & relevant experience
*2 added years of experience credited to employee for relevant industry certification.

**Commercial Job Title: Enterprise Resource Planning (ERP) Package Developer**

General Experience Description:
Experience in information systems, computer programming, analysis and developing systems involving computer technology.

Functional Responsibility:
- Responsible for implementation of a large Enterprise Resource Planning Package (such as SAP, Baan, MS AX/Dynamics/GP, PeopleSoft, J.D. Edwards, Oracle Financials, Deltek).
- Task management
- Business analysis
- Data mapping and migration,
- Software design and modification involved in the implementation of an ERP package
- Performs enterprise wide horizontal integration planning and interfaces to other functional systems.

Minimum Education / Experience:
- HS/GED & 6 years minimum relevant experience
- AA/AS & 4 years relevant experience
- BA-BS & 2 years relevant experience
- MS-MA & relevant experience
*2 added years of experience credited to employee for relevant industry certification.
**Commercial Job Title: Solution Architect**

General Experience Description:
Experience in designing architecture(s) to include the software, hardware, and communications. Experience providing supervision and direction to staff.

Functional Responsibility:
- Establishes system information requirements to develop large scale information systems.
- Designs architecture to include the software, hardware, and communications.
- Ensures compatibility, compliance, and regulatory requirements.
- Evaluates work flows, organization, and planning.
- Develops corrective action when necessary.

Minimum Education / Experience:
- HS/GED & 6 years minimum relevant experience
- AA/AS & 4 years relevant experience
- BA-BS & 2 years relevant experience
- MS-MA & relevant experience
*2 added years of experience credited to employee for relevant industry certification.

**Commercial Job Title: Subject Matter Expert (SME)**

General Experience Description:
Experience in a particular technical/business aspect/application. Provides expert assistance in subject matter related to the task order. Supports the definition and implementation of planning processes and systems at the enterprise or group level and including both strategic and operational activities. Evaluates expectations for and capabilities of the information management organization and makes recommendations to improve service. May require specialized training and/or experience with a specific software / hardware tool set.

Functional Responsibility:
Provides expert assistance in subject matter related to the task order.

Minimum Education / Experience:
- HS/GED & 6 years minimum relevant experience
- AA/AS & 4 years relevant experience
- BA-BS & 2 years relevant experience
- MS-MA & relevant experience
*2 added years of experience credited to employee for relevant industry certification.

**Commercial Job Title: Web Software Developer, Senior**

General Experience Description:
Experience in a particular web software application. Create or provides expert assistance web architecture development and planning. Provide guidance and in occasion leads team to create large enterprise web portal.

Functional Responsibility:
- Provides expert assistance in subject matter related to the task order.
- Provide Essential Guidance and technology suggestion in crucial architecture development.
- Provide Subject Matter Expertise in Enterprise Level Web Application.

Minimum Education / Experience:
- BA-BS & 2 years relevant experience
- MS-MA & relevant experience
*2 added years of experience credited to employee for relevant industry certification.
Commercial Job Title: Network Administrator

General Experience Description:
Experience in a various network architecture including enterprise level planning. Provides expert assistance in subject matter related to the task order.

Functional Responsibility:
Provides network related expert assistance in subject matter related to the task order.

Minimum Education / Experience:
- BA-BS & 2 years relevant experience
- MS-MA & relevant experience
*2 added years of experience credited to employee for relevant industry certification.

Commercial Job Title: Business Process Modeler / Trainer

General Experience Description:
Experience in a particular technical/business processes. Provides expert assistance in subject matter related to the task order. Supports the definition and implementation of business processes and systems at the enterprise or group level and including both strategic and operational activities. May require specialized training and/or experience with a specific software / hardware tool set.

Functional Responsibility:
Provides expert assistance in subject matter related to the task order.

Minimum Education / Experience:
- BA-BS & 2 years relevant experience
- MS-MA & relevant experience
*2 added years of experience credited to employee for relevant industry certification.

Commercial Job Title: Security Engineer

General Experience Description:
Experience in various security aspects/applications. Provides expert assistance in subject matter related to the task order. Analyze the security aspect of applications and provides necessary guidance on mitigation of the risks. Knowledgeable in firewall and related applications. May require specialized training and/or experience with a specific software / hardware tool set.

Functional Responsibility:
- Provides expert assistance in subject matter related to the task order.
- Provide Essential Guidance over network and/ application security.
- Provide Subject Matter Expertise in Enterprise level application security and related technology.

Minimum Education / Experience:
- BA-BS & 2 years relevant experience
- MS-MA & relevant experience
*2 added years of experience credited to employee for relevant industry certification.
Commercial Job Title: Data Scientist

General Experience Description:
Experience in big data and big query and related application. Provides expert assistance in subject matter related to the task order. May require specialized training and/or experience with a specific software / hardware tool set.

Functional Responsibility:

- Collecting data through means such as analyzing business results or by setting up and managing new studies.
- Transferring data into a new format to make it more appropriate for analysis.
- Provide Subject Matter
- Creating new, experimental frameworks to collect data.

Minimum Education / Experience:

- BA-BS & 2 years relevant experience
- MS-MA & relevant experience
- *2 added years of experience credited to employee for relevant industry certification.
# INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SIN # 54151S)

## Price List

<table>
<thead>
<tr>
<th>RK Software Labor Categories (LCATS)</th>
<th>GSA Hourly Rates ($ per Hour)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Software Development Lead</td>
<td>89.20</td>
</tr>
<tr>
<td>Software Associate</td>
<td>52.79</td>
</tr>
<tr>
<td>Software Development Intermediate</td>
<td>57.58</td>
</tr>
<tr>
<td>Software Development Senior</td>
<td>76.77</td>
</tr>
<tr>
<td>Web Designer</td>
<td>52.79</td>
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<tr>
<td>Web Software Developer</td>
<td>57.58</td>
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<tr>
<td>Web Software Developer, Senior</td>
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<tr>
<td>Database Manager</td>
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<tr>
<td>Database Analyst Senior</td>
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<tr>
<td>Database Analyst Intermediate</td>
<td>57.58</td>
</tr>
<tr>
<td>System Analysis &amp; Design (Senior)</td>
<td>96.93</td>
</tr>
<tr>
<td>System Analysis &amp; Design (Intermediate)</td>
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<tr>
<td>Network Planning Analyst Senior</td>
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<tr>
<td>Network Planning Analyst Intermediate</td>
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<tr>
<td>Regular Network Engineer</td>
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<tr>
<td>Senior Network Engineer</td>
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<tr>
<td>Network Administrator</td>
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<tr>
<td>Web Project Manager</td>
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<tr>
<td>Business System Analyst (Senior)</td>
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<tr>
<td>Business Process Consultant</td>
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<tr>
<td>Application Project Manager</td>
<td>89.20</td>
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<tr>
<td>PC LAN Management Analyst (Senior)</td>
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<tr>
<td>PC LAN Management Analyst (Junior)</td>
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<tr>
<td>Web Security Specialist</td>
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<tr>
<td>Security Engineer</td>
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<tr>
<td>Data Migration Specialist</td>
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<tr>
<td>Business System Specialist</td>
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<tr>
<td>Business Process Modeler / Trainer</td>
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<tr>
<td>Data Architect</td>
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<tr>
<td>Data Scientist</td>
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<td>Role</td>
<td>Price</td>
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<td>----------------------------------------------------</td>
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<tr>
<td>Help Desk Manager</td>
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<tr>
<td>Sr. Project Manager</td>
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<td>ePayment Application Programmer</td>
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<tr>
<td>Enterprise Resource Planning (ERP) Package Developer</td>
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<tr>
<td>Solution Architect</td>
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<tr>
<td>Subject Matter Expert (SME)</td>
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</tr>
</tbody>
</table>
COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS

PREAMBLE
RK Software, Inc. provides commercial products and services to ordering activities. As a certified MBE, SDB and DBE, we are committed to promoting participation of fellow small, small disadvantaged and women-owned small businesses in our contracts. We pledge to multiply opportunities in the small business community wherever possible, through subcontracting, reselling, mentor-protégé programs, joint ventures, and teaming arrangements.

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 insure 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.