

**U.S. General Services Administration
FEDERAL SUPPLY SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST**



General Scope of Contract

GSA Multiple Award Schedule (MAS)

FSC Group: 70

FSC Class: Various

Specific Scope of Contract – Awarded Special Item Numbers (SINs)

SIN 54151S – Information Technology Professional Services
SIN 54151HEAL – Health Information Technology Services
SIN 541519CDM – Continuous Diagnostics and Mitigation (CDM) Tools
SIN 518210C – Cloud and Cloud-Related IT Professional Services
SIN OLM – Order-Level Materials (OLM)

**Science Applications International Corporation (SAIC)
11720 Plaza America Drive
Reston, VA 20190**

Business Type: Large

DUNS Number: 117447395

Contract Number: 47QTCA18D006H

Period Covered by Contract: January 31, 2018 through January 30, 2023

Current through: Modification PS-A826

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Ordering information in this Authorized MAS Price List is also available on the GSA Advantage System. Agencies can browse GSA *Advantage!* via the Internet at www.gsa.gov/tools-overview/buying-and-selling-tools/gsa-advantage

FSC CLASS 7030 – INFORMATION TECHNOLOGY SOFTWARE**Large Scale Computers**

Operating System Software
 Application Software
 Electronic Commerce (EC) Software
 Utility Software
 Communications Software
 Core Financial Management Software
 Ancillary Financial Systems Software
 Special Physical, Visual, Speech, and Hearing Aid Software

Microcomputers

Operating System Software
 Application Software
 Electronic Commerce (EC) Software
 Utility Software
 Communications Software
 Core Financial Management Software
 Ancillary Financial Systems Software
 Special Physical, Visual, Speech, and Hearing Aid Software

NOTE: Offerors are encouraged to identify within their software items any component interfaces that support open standard interoperability. An item's interfaces 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>.

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SIN 54151S – INFORMATION TECHNOLOGY PROFESSIONAL SERVICES**SIN 54151HEAL – HEALTH INFORMATION TECHNOLOGY SERVICES****SIN 541519CDM – CONTINUOUS DIAGNOSTICS AND MITIGATION (CDM) TOOLS****SIN 518210C – CLOUD AND CLOUD-RELATED IT PROFESSIONAL SERVICES****SIN OLM – ORDER-LEVEL MATERIALS (OLM)**

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 D316	IT Network Management Services
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 MAS 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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**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 Supply Schedules Program. 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/Price Lists of at least three schedule contractors or consider reasonably available information by using the GSA *Advantage!*TM on-line shopping service (www.fss.gsa.gov). The catalogs/price lists, GSA *Advantage!*TM and the Federal Supply Service Home Page (www.fss.gsa.gov) contains 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 price lists 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.

1.0 GEOGRAPHIC SCOPE OF CONTRACT

All 50 US States and All US Territories.

2.0 CONTRACTOR’S ORDERING ADDRESS AND PAYMENT INFORMATION

a. Ordering Address: Orders placed under this contract should be directed to the following address, unless otherwise indicated in the SAIC furnished quote:

Ordering Mailing Address	Reference Numbers
Science Applications International Corporation (SAIC) 11720 Plaza America Drive Reston, Virginia 20190 Attn: SAIC GSA Program Management Office	Contract: DUNS: 117447395

b. Payment Information

For Remittance via Check	For Remittance via EFT
Science Applications International Corporation (SAIC) P. O. Box 742497 Atlanta, GA 30374-2497	ABA and Account Information will be provided upon receipt of written request

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.

3.0 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.

4.0 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: 150780674

Block 30: Type of Contractor: Large Business

Block 31: Woman-Owned Small Business: No

Block 37: Contractor’s Taxpayer Identification Number (TIN): 38-0387840

4a. CAGE Code: 4W798

4b. Contractor has registered with the System for Award Management (SAM) Database.

5.0 FOB DESTINATION

6.0 DELIVERY SCHEDULE

a. 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	Description	Delivery Time (Days ARO)
54151S	Information Technology Professional Services	To be agreed upon by contractor and ordering activity
54151HEAL	Health Information Technology Services	To be agreed upon by contractor and ordering activity
541519CDM	Continuous Diagnostics and Mitigation (CDM) Tools	To be agreed upon by contractor and ordering activity
518210C	Cloud and Cloud-Related IT Professional Services	30 Days ARO
OLM	Order-Level Materials (OLM)	To be agreed upon by contractor and ordering activity

b. 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.

7.0 DISCOUNTS: PRICES SHOWN ARE NET PRICES; BASIC DISCOUNTS HAVE BEEN DEDUCTED

a. Prompt Payment: 0% – 30 days from receipt of invoice or date of acceptance, whichever is later

b. Government Educational Institutions: Same as all other eligible ordering activities

8.0 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.

9.0 STATEMENT CONCERNING AVAILABILITY OF EXPORT PACKING

Not applicable

10.0 SMALL REQUIREMENTS: THE MINIMUM DOLLAR VALUE OF ORDERS TO BE ISSUED IS \$100.00

The pricing in the price schedule is based on domestic packing. When special or significant packing that is beyond Contractor's standard commercial packing (e.g., export packing, special marking) is required by the Government, the additional charges for such packing will be offered, if available, in accordance with standard commercial practices as a price quote for an incidental item for the eligible ordering activity's consideration, evaluation and acceptance via inclusion in their issued order against this schedule contract.

11.0 MAXIMUM ORDER (ALL DOLLAR AMOUNTS ARE EXCLUSIVE OF ANY DISCOUNT FOR PROMPT PAYMENT)

- a. The Maximum Order value for the following Special Item Numbers (SINs) is \$500,000: 54151S, 54151HEAL, 541519CDM and 518210C. The Maximum Order value for the OLM SIN will be determined at the delivery/task order level.

12.0 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.

- 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.

13.0 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.

13.1 Federal Information Processing Standards Publications (FIPS PUBS)

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.

13.2 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 Supply 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.

14.0 CONTRACTOR TASKS/SPECIAL REQUIREMENTS (C-FSS-370) (NOV 2003)

- a. 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. A fifteen percent (15%) price uplift will apply to labor rates for Task Orders that require personnel with security clearances.
- b. 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. The Industrial Funding Fee does NOT apply to travel and per diem charges.
- c. 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.
- d. 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.
- e. 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.
- f. 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.
- g. 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.
- h. Data/Deliverable Requirements:** Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.
- i. Government-Furnished Property:** As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.
- j. 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.

- k. 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 at time and a half of the labor rate).

15.0 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.)

16.0 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:

- (1) Manufacturer;
- (2) Manufacturer's Part Number; and
- (3) Product categories.

Agencies can browse *GSA Advantage!* via the Internet at www.gsa.gov/tools-overview/buying-and-selling-tools/gsa-advantage.

17.0 PURCHASE OF OPEN MARKET ITEMS

NOTE: Open Market Items are also known as incidental items, non-contract items, non-Schedule items, and items not on a Federal Supply Schedule contract. 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—

- (1) 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), acquisition of commercial items (Part 12), contracting methods (Parts 13, 14, and 15), and small business programs (Part 19));
- (2) The ordering activity contracting officer has determined the price for the items not on the Federal Supply Schedule is fair and reasonable;
- (3) The items are clearly labeled on the order as items not on the Federal Supply Schedule; and
- (4) All clauses applicable to items not on the Federal Supply Schedule are included in the order.

18.0 CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS

- a. For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire Schedule contract:
- (1) Time of delivery/installation quotations for individual orders.
 - (2) 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.

- (3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.
- b. The above is not intended to encompass items not currently covered by the GSA Schedule contract.
- c. The maintenance/repair service provided is the standard commercial terms and conditions for the type of products and/or services awarded.

19.0 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 Price List outside the 48 contiguous states and the District of Columbia, except as indicated below:

None.

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.

20.0 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).

21.0 CONTRACTOR TEAM ARRANGEMENTS

Contractors participating in contractor team arrangements (CTAs) must abide by all terms and conditions of their respective contracts. This includes compliance with Clauses 552.238-74, Contractor's Reports of Sales and 552.238-76, Industrial Funding Fee, i.e., each contractor (team member) must report sales and remit the IFF for all products and services provided under its individual contract.

22.0 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.

23.0 SECTION 508 COMPLIANCE

I certify that in accordance with 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d), FAR 39.2, and the Architectural and Transportation Barriers Compliance Board Electronic and Information Technology (EIT) Accessibility Standards (36 CFR 1194) General Services Administration (GSA), that all hardware/software/services are 508 compliant:

Yes X
No

Section 508 compliance information on the supplies and services in this contract are available at the following:

The Enterprise IT standard can be found at www.Section508.gov.

24.0 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. 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
- b. 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.

25.0 INSURANCE—WORK ON A GOVERNMENT INSTALLATION (JAN 1997) (FAR 52.228-5)

- a. 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.
- b. 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—
 - (1) For such period as the laws of the State in which this contract is to be performed prescribe; or
 - (2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.
- c. 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.

26.0 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>.

27.0 ADVANCE PAYMENTS

A payment under this contract to provide a service or deliver an article for the United States Government 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 INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 54151S)

1.0 SCOPE

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

2.0 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.

3.0 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.

4.0 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.

5.0 STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)

- a. The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall

be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either –

- (1) Cancel the stop-work order; or
 - (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.
- b. If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-
- (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
 - (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.
- c. If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.
- d. If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6.0 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.

7.0 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.

8.0 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.

9.0 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.

10.0 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.

11.0 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.

12.0 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.

13.0 RESUMES

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

14.0 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.

15.0 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.

16.0 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 Number 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, 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.

ATTACHMENT A – SAIC IT PROFESSIONAL SERVICES RATES AND QUALIFICATIONS FOR SIN 54151S

Contractor Site

Contractor Site	2/1/2018- 1/31/2019	2/1/2019- 1/31/2020	2/1/2020- 1/31/2021	2/1/2021- 1/31/2022	2/1/2022- 1/31/2023
Labor Category	Year 1	Year 2	Year 3	Year 4	Year 5
Executive Program Manager	\$350.56	\$351.47	\$352.84	\$354.80	\$362.90
Program Manager II	\$273.06	\$273.74	\$274.79	\$276.38	\$282.70
Program Manager I	\$238.03	\$238.65	\$239.57	\$240.91	\$246.42
Project Manager II	\$200.02	\$200.53	\$201.34	\$202.44	\$207.10
Project Manager I	\$192.35	\$192.86	\$193.62	\$194.69	\$199.16
Administrative Assistant II **	\$58.51	\$58.65	\$58.87	\$59.20	\$60.57
Administrative Assistant I **	\$56.01	\$56.14	\$56.37	\$56.66	\$57.97
Business Administrator III	\$92.55	\$92.80	\$93.18	\$93.69	\$95.82
Business Administrator II	\$87.13	\$87.36	\$87.71	\$88.18	\$90.23
Business Administrator I	\$81.53	\$81.75	\$82.06	\$82.54	\$84.42
Business Consultant V	\$151.91	\$152.29	\$152.91	\$153.72	\$157.27
Business Consultant IV	\$130.33	\$130.70	\$131.21	\$131.96	\$134.97
Business Consultant III	\$117.90	\$118.18	\$118.68	\$119.35	\$122.06
Business Consultant II	\$105.43	\$105.73	\$106.14	\$106.73	\$109.17
Business Consultant I	\$95.46	\$95.71	\$96.05	\$96.61	\$98.83
Business Process Engineer IV	\$153.96	\$154.38	\$154.96	\$155.85	\$159.44
Business Process Engineer III	\$143.19	\$143.55	\$144.12	\$144.95	\$148.24
Business Process Engineer II	\$125.76	\$126.11	\$126.58	\$127.29	\$130.23
Business Process Engineer I	\$109.01	\$109.26	\$109.70	\$110.31	\$112.86
COTS Technology Consultant IV	\$262.04	\$262.71	\$263.75	\$265.19	\$271.28
COTS Technology Consultant III	\$246.08	\$246.70	\$247.66	\$249.04	\$254.72
COTS Technology Consultant II	\$227.49	\$228.08	\$228.99	\$230.27	\$235.53
COTS Technology Consultant I	\$193.84	\$194.33	\$195.12	\$196.18	\$200.71
Database Administrator IV	\$161.59	\$162.02	\$162.65	\$163.57	\$167.30
Database Administrator III	\$147.83	\$148.20	\$148.77	\$149.61	\$153.05
Database Administrator II	\$124.90	\$125.21	\$125.72	\$126.39	\$129.30

Contractor Site	2/1/2018- 1/31/2019	2/1/2019- 1/31/2020	2/1/2020- 1/31/2021	2/1/2021- 1/31/2022	2/1/2022- 1/31/2023
Labor Category	Year 1	Year 2	Year 3	Year 4	Year 5
Database Administrator I	\$95.65	\$95.87	\$96.24	\$96.82	\$99.00
Database Analyst/Programmer IV	\$148.76	\$149.16	\$149.72	\$150.58	\$154.04
Database Analyst/Programmer III	\$123.97	\$124.27	\$124.75	\$125.44	\$128.32
Database Analyst/Programmer II	\$98.60	\$98.86	\$99.26	\$99.79	\$102.09
Database Analyst/Programmer I	\$88.51	\$88.70	\$89.08	\$89.56	\$91.64
Documentation Specialist	\$84.92	\$85.14	\$85.47	\$85.93	\$87.93
Emerging Technology Specialist IV	\$224.41	\$224.98	\$225.88	\$227.13	\$232.33
Emerging Technology Specialist III	\$209.27	\$209.81	\$210.65	\$211.83	\$216.68
Emerging Technology Specialist II	\$180.38	\$180.84	\$181.54	\$182.54	\$186.75
Emerging Technology Specialist I	\$152.53	\$152.96	\$153.52	\$154.42	\$157.94
Engineer/Architect V	\$178.15	\$178.62	\$179.32	\$180.29	\$184.45
Engineer/Architect IV	\$164.82	\$165.23	\$165.89	\$166.80	\$170.65
Engineer/Architect III	\$151.03	\$151.40	\$152.02	\$152.85	\$156.34
Engineer/Architect II	\$134.18	\$134.50	\$135.03	\$135.80	\$138.89
Engineer/Architect I	\$113.73	\$114.04	\$114.47	\$115.11	\$117.74
Engineering/ Network Technician V **	\$109.48	\$109.79	\$110.23	\$110.81	\$113.37
Engineering/ Network Technician IV **	\$99.71	\$99.95	\$100.37	\$100.92	\$103.24
Engineering/ Network Technician III **	\$92.23	\$92.47	\$92.85	\$93.35	\$95.50
Engineering/ Network Technician II **	\$86.33	\$86.55	\$86.89	\$87.35	\$89.39
Engineering/ Network Technician I **	\$77.45	\$77.66	\$77.97	\$78.42	\$80.20
Field Service/Break---fix Engineer V **	\$86.03	\$86.23	\$86.57	\$87.08	\$89.06
Field Service/Break---fix Engineer IV **	\$74.93	\$75.12	\$75.40	\$75.83	\$77.55
Financial Analyst II	\$115.86	\$116.17	\$116.60	\$117.26	\$119.95
Financial Analyst I	\$76.99	\$77.20	\$77.49	\$77.91	\$79.70
Help Desk Analyst III	\$96.05	\$96.31	\$96.68	\$97.21	\$99.45
Help Desk Analyst II	\$85.48	\$85.74	\$86.07	\$86.54	\$88.52
Help Desk Analyst I	\$76.34	\$76.51	\$76.84	\$77.27	\$79.02
Help Desk Specialist III**	\$69.75	\$69.95	\$70.25	\$70.62	\$72.25
Help Desk Specialist II**	\$64.65	\$64.84	\$65.10	\$65.49	\$66.96
Help Desk Specialist I**	\$60.54	\$60.69	\$60.94	\$61.28	\$62.68

Contractor Site	2/1/2018- 1/31/2019	2/1/2019- 1/31/2020	2/1/2020- 1/31/2021	2/1/2021- 1/31/2022	2/1/2022- 1/31/2023
Labor Category	Year 1	Year 2	Year 3	Year 4	Year 5
Network Engineer III	\$140.30	\$140.64	\$141.20	\$141.97	\$145.26
Network Engineer II	\$128.03	\$128.38	\$128.88	\$129.58	\$132.55
Network Engineer I	\$92.85	\$93.08	\$93.42	\$93.99	\$96.10
Network Specialist III	\$119.46	\$119.77	\$120.21	\$120.90	\$123.68
Network Specialist II	\$100.62	\$100.87	\$101.25	\$101.86	\$104.18
Network Specialist I	\$72.96	\$73.14	\$73.45	\$73.82	\$75.54
Quality Assurance Configuration Analyst III	\$117.36	\$117.69	\$118.16	\$118.76	\$121.49
Quality Assurance Configuration Analyst II	\$100.62	\$100.87	\$101.25	\$101.86	\$104.18
Quality Assurance Configuration Analyst I	\$91.05	\$91.30	\$91.65	\$92.16	\$94.30
Security Analyst IV	\$159.37	\$159.77	\$160.38	\$161.28	\$164.99
Security Analyst III	\$136.68	\$137.03	\$137.57	\$138.34	\$141.52
Security Analyst II	\$121.54	\$121.86	\$122.32	\$123.01	\$125.86
Security Analyst I	\$93.45	\$93.68	\$94.06	\$94.58	\$96.75
Software/Web Developer V	\$170.72	\$171.20	\$171.86	\$172.81	\$176.78
Software/Web Developer IV	\$161.59	\$162.02	\$162.65	\$163.57	\$167.30
Software/Web Developer III	\$133.08	\$133.43	\$133.94	\$134.69	\$137.79
Software/Web Developer II	\$116.34	\$116.61	\$117.10	\$117.74	\$120.44
Software/Web Developer I	\$94.20	\$94.44	\$94.82	\$95.35	\$97.53
Subject Matter Expert IV	\$272.62	\$273.37	\$274.41	\$275.94	\$282.28
Subject Matter Expert III	\$235.44	\$236.05	\$236.98	\$238.30	\$243.79
Subject Matter Expert II	\$204.84	\$205.35	\$206.17	\$207.31	\$212.08
Subject Matter Expert I	\$178.64	\$179.11	\$179.83	\$180.84	\$184.99
System Design Engineer IV	\$161.72	\$162.15	\$162.77	\$163.69	\$167.46
System Design Engineer III	\$151.03	\$151.40	\$152.02	\$152.85	\$156.34
System Design Engineer II	\$134.18	\$134.50	\$135.03	\$135.80	\$138.89
System Design Engineer I	\$99.46	\$99.72	\$100.11	\$100.68	\$102.99
Systems Administrator III	\$133.08	\$133.43	\$133.94	\$134.69	\$137.79
Systems Administrator II	\$108.75	\$109.04	\$109.45	\$110.07	\$112.57
Systems Administrator I	\$86.59	\$86.84	\$87.17	\$87.68	\$89.67
Systems Architect IV	\$238.11	\$238.73	\$239.64	\$240.98	\$246.50

Contractor Site	2/1/2018-1/31/2019	2/1/2019-1/31/2020	2/1/2020-1/31/2021	2/1/2021-1/31/2022	2/1/2022-1/31/2023
Labor Category	Year 1	Year 2	Year 3	Year 4	Year 5
Systems Architect III	\$208.49	\$209.05	\$209.86	\$211.03	\$215.88
Systems Architect II	\$201.16	\$201.64	\$202.47	\$203.60	\$208.27
Systems Architect I	\$178.64	\$179.11	\$179.83	\$180.84	\$184.99
Technical Specialist IV	\$89.33	\$89.58	\$89.91	\$90.46	\$92.52
Technical Specialist III	\$78.17	\$78.39	\$78.71	\$79.11	\$80.94
Technical Specialist II	\$67.24	\$67.43	\$67.70	\$68.08	\$69.66
Technical Specialist I	\$63.53	\$63.69	\$63.93	\$64.31	\$65.80
Technical Writer/Editor	\$117.90	\$118.18	\$118.68	\$119.35	\$122.06
Trainer II	\$115.86	\$116.17	\$116.60	\$117.26	\$119.95
Trainer I	\$91.96	\$92.20	\$92.53	\$93.06	\$95.20
Computer Operations III **	\$77.14	\$77.36	\$77.65	\$78.12	\$79.88
Computer Operations II **	\$72.84	\$73.01	\$73.29	\$73.71	\$75.40
Computer Operations I **	\$67.73	\$67.91	\$68.16	\$68.55	\$70.11
Security Administrator III	\$119.46	\$119.77	\$120.21	\$120.90	\$123.68
Security Administrator II	\$104.82	\$105.08	\$105.48	\$106.06	\$108.50
Security Administrator I	\$81.48	\$81.70	\$82.05	\$82.49	\$84.38
Storage/SAN Engineer III	\$140.30	\$140.64	\$141.20	\$141.97	\$145.26
Storage/SAN Engineer II	\$117.82	\$118.11	\$118.60	\$119.26	\$121.98
Storage/SAN Engineer I	\$101.50	\$101.77	\$102.17	\$102.72	\$105.09
Subject Matter Specialist III	\$97.02	\$97.29	\$97.66	\$98.20	\$100.47
Subject Matter Specialist II	\$83.86	\$84.09	\$84.42	\$84.89	\$86.80
Subject Matter Specialist I	\$73.92	\$74.10	\$74.39	\$74.81	\$76.49
Service Delivery Manager III	\$188.82	\$189.32	\$190.03	\$191.09	\$195.52
Service Delivery Manager II	\$173.99	\$174.44	\$175.12	\$176.11	\$180.14
Service Delivery Manager I	\$118.62	\$118.93	\$119.40	\$120.06	\$122.83
Logistics/Asset Management Analyst III	\$106.90	\$107.15	\$107.60	\$108.19	\$110.65
Logistics/Asset Management Analyst II	\$93.45	\$93.68	\$94.06	\$94.58	\$96.75
Logistics/Asset Management Analyst I	\$83.86	\$84.09	\$84.42	\$84.89	\$86.80
Configuration/Data Management III	\$132.35	\$132.70	\$133.21	\$133.96	\$137.01
Configuration/Data Management II	\$109.01	\$109.26	\$109.70	\$110.31	\$112.86

Contractor Site	2/1/2018- 1/31/2019	2/1/2019- 1/31/2020	2/1/2020- 1/31/2021	2/1/2021- 1/31/2022	2/1/2022- 1/31/2023
Labor Category	Year 1	Year 2	Year 3	Year 4	Year 5
Configuration/Data Management I	\$75.79	\$75.96	\$76.25	\$76.69	\$78.45

Government Site

Government Site	2/1/2018- 1/31/2019	2/1/2019- 1/31/2020	2/1/2020- 1/31/2021	2/1/2021- 1/31/2022	2/1/2022- 1/31/2023
Labor Category	Year 1	Year 2	Year 3	Year 4	Year 5
Executive Program Manager	\$303.91	\$306.31	\$309.04	\$312.22	\$319.35
Program Manager II	\$236.71	\$238.59	\$240.71	\$243.22	\$248.78
Program Manager I	\$206.35	\$208.00	\$209.82	\$211.99	\$216.85
Project Manager II	\$173.41	\$174.78	\$176.34	\$178.14	\$182.25
Project Manager I	\$166.75	\$168.08	\$169.59	\$171.34	\$175.25
Administrative Assistant II **	\$50.73	\$51.11	\$51.57	\$52.09	\$53.31
Administrative Assistant I **	\$48.55	\$48.92	\$49.38	\$49.86	\$51.02
Business Administrator III	\$80.23	\$80.88	\$81.63	\$82.45	\$84.33
Business Administrator II	\$75.55	\$76.14	\$76.82	\$77.59	\$79.40
Business Administrator I	\$70.67	\$71.23	\$71.89	\$72.61	\$74.28
Business Consultant V	\$131.68	\$132.75	\$133.92	\$135.28	\$138.41
Business Consultant IV	\$113.00	\$113.91	\$114.92	\$116.11	\$118.77
Business Consultant III	\$102.21	\$103.00	\$103.95	\$105.02	\$107.43
Business Consultant II	\$91.41	\$92.14	\$92.97	\$93.93	\$96.07
Business Consultant I	\$82.77	\$83.42	\$84.13	\$85.03	\$86.97
Business Process Engineer IV	\$133.48	\$134.54	\$135.74	\$137.16	\$140.30
Business Process Engineer III	\$124.12	\$125.11	\$126.25	\$127.54	\$130.44
Business Process Engineer II	\$109.02	\$109.90	\$110.86	\$112.02	\$114.60
Business Process Engineer I	\$94.51	\$95.22	\$96.08	\$97.07	\$99.30
COTS Technology Consultant IV	\$227.16	\$228.98	\$231.01	\$233.36	\$238.73
COTS Technology Consultant III	\$213.33	\$215.01	\$216.92	\$219.17	\$224.17
COTS Technology Consultant II	\$197.20	\$198.78	\$200.58	\$202.63	\$207.25
COTS Technology Consultant I	\$168.05	\$169.37	\$170.91	\$172.64	\$176.61

Government Site	2/1/2018- 1/31/2019	2/1/2019- 1/31/2020	2/1/2020- 1/31/2021	2/1/2021- 1/31/2022	2/1/2022- 1/31/2023
Labor Category	Year 1	Year 2	Year 3	Year 4	Year 5
Database Administrator IV	\$140.07	\$141.19	\$142.46	\$143.94	\$147.22
Database Administrator III	\$128.14	\$129.18	\$130.31	\$131.65	\$134.68
Database Administrator II	\$108.28	\$109.13	\$110.13	\$111.22	\$113.78
Database Administrator I	\$82.91	\$83.55	\$84.30	\$85.20	\$87.12
Database Analyst/Programmer IV	\$128.97	\$130.01	\$131.14	\$132.51	\$135.55
Database Analyst/Programmer III	\$107.46	\$108.31	\$109.27	\$110.39	\$112.93
Database Analyst/Programmer II	\$85.47	\$86.18	\$86.96	\$87.84	\$89.83
Database Analyst/Programmer I	\$76.73	\$77.31	\$78.04	\$78.81	\$80.63
Documentation Specialist	\$73.61	\$74.22	\$74.88	\$75.63	\$77.37
Emerging Technology Specialist IV	\$194.54	\$196.09	\$197.84	\$199.87	\$204.46
Emerging Technology Specialist III	\$181.43	\$182.87	\$184.51	\$186.42	\$190.69
Emerging Technology Specialist II	\$156.35	\$157.60	\$159.01	\$160.63	\$164.33
Emerging Technology Specialist I	\$132.24	\$133.31	\$134.47	\$135.88	\$138.99
Engineer/Architect V	\$154.45	\$155.68	\$157.07	\$158.66	\$162.32
Engineer/Architect IV	\$142.88	\$144.00	\$145.31	\$146.80	\$150.16
Engineer/Architect III	\$130.93	\$131.95	\$133.15	\$134.50	\$137.57
Engineer/Architect II	\$116.32	\$117.23	\$118.27	\$119.50	\$122.22
Engineer/Architect I	\$98.60	\$99.39	\$100.26	\$101.30	\$103.63
Engineering/ Network Technician V **	\$94.91	\$95.68	\$96.53	\$97.51	\$99.76
Engineering/ Network Technician IV **	\$86.43	\$87.11	\$87.91	\$88.80	\$90.85
Engineering/ Network Technician III **	\$79.97	\$80.59	\$81.34	\$82.15	\$84.03
Engineering/ Network Technician II **	\$74.85	\$75.45	\$76.11	\$76.88	\$78.67
Engineering/ Network Technician I **	\$67.14	\$67.70	\$68.29	\$69.00	\$70.58
Field Service/Break---fix Engineer V **	\$74.58	\$75.16	\$75.83	\$76.64	\$78.37
Field Service/Break---fix Engineer IV **	\$64.96	\$65.47	\$66.05	\$66.73	\$68.24
Financial Analyst II	\$100.44	\$101.25	\$102.14	\$103.18	\$105.54
Financial Analyst I	\$66.74	\$67.28	\$67.89	\$68.56	\$70.15
Help Desk Analyst III	\$83.26	\$83.94	\$84.70	\$85.54	\$87.52
Help Desk Analyst II	\$74.11	\$74.73	\$75.38	\$76.15	\$77.90
Help Desk Analyst I	\$66.18	\$66.70	\$67.30	\$68.01	\$69.52

Government Site	2/1/2018-1/31/2019	2/1/2019-1/31/2020	2/1/2020-1/31/2021	2/1/2021-1/31/2022	2/1/2022-1/31/2023
Labor Category	Year 1	Year 2	Year 3	Year 4	Year 5
Help Desk Specialist III**	\$60.48	\$60.98	\$61.52	\$62.17	\$63.58
Help Desk Specialist II**	\$56.07	\$56.50	\$57.03	\$57.61	\$58.93
Help Desk Specialist I**	\$52.49	\$52.90	\$53.39	\$53.92	\$55.15
Network Engineer III	\$121.61	\$122.58	\$123.68	\$124.94	\$127.82
Network Engineer II	\$110.98	\$111.91	\$112.87	\$114.04	\$116.66
Network Engineer I	\$80.48	\$81.13	\$81.83	\$82.71	\$84.57
Network Specialist III	\$103.56	\$104.39	\$105.29	\$106.39	\$108.83
Network Specialist II	\$87.21	\$87.92	\$88.69	\$89.64	\$91.67
Network Specialist I	\$63.25	\$63.75	\$64.32	\$64.97	\$66.47
Quality Assurance Configuration Analyst III	\$101.74	\$102.58	\$103.50	\$104.51	\$106.92
Quality Assurance Configuration Analyst II	\$87.21	\$87.92	\$88.69	\$89.64	\$91.67
Quality Assurance Configuration Analyst I	\$78.92	\$79.57	\$80.27	\$81.11	\$82.98
Security Analyst IV	\$138.16	\$139.26	\$140.49	\$141.93	\$145.19
Security Analyst III	\$118.48	\$119.45	\$120.49	\$121.72	\$124.53
Security Analyst II	\$105.37	\$106.21	\$107.15	\$108.24	\$110.76
Security Analyst I	\$81.01	\$81.65	\$82.38	\$83.22	\$85.15
Software/Web Developer V	\$148.02	\$149.21	\$150.53	\$152.07	\$155.56
Software/Web Developer IV	\$140.07	\$141.19	\$142.46	\$143.94	\$147.22
Software/Web Developer III	\$115.36	\$116.30	\$117.33	\$118.52	\$121.26
Software/Web Developer II	\$100.85	\$101.64	\$102.54	\$103.63	\$105.98
Software/Web Developer I	\$81.66	\$82.32	\$83.04	\$83.90	\$85.81
Subject Matter Expert IV	\$236.33	\$238.26	\$240.37	\$242.82	\$248.40
Subject Matter Expert III	\$204.11	\$205.74	\$207.58	\$209.69	\$214.54
Subject Matter Expert II	\$177.57	\$178.97	\$180.58	\$182.43	\$186.62
Subject Matter Expert I	\$154.87	\$156.12	\$157.51	\$159.13	\$162.78
System Design Engineer IV	\$140.20	\$141.31	\$142.56	\$144.03	\$147.36
System Design Engineer III	\$130.93	\$131.95	\$133.15	\$134.50	\$137.57
System Design Engineer II	\$116.32	\$117.23	\$118.27	\$119.50	\$122.22
System Design Engineer I	\$86.22	\$86.90	\$87.69	\$88.61	\$90.64
Systems Administrator III	\$115.36	\$116.30	\$117.33	\$118.52	\$121.26

Government Site	2/1/2018- 1/31/2019	2/1/2019- 1/31/2020	2/1/2020- 1/31/2021	2/1/2021- 1/31/2022	2/1/2022- 1/31/2023
Labor Category	Year 1	Year 2	Year 3	Year 4	Year 5
Systems Administrator	\$94.28	\$95.04	\$95.88	\$96.85	\$99.06
Systems Architect IV	\$206.43	\$208.06	\$209.90	\$212.08	\$216.91
Systems Architect III	\$180.75	\$182.20	\$183.82	\$185.71	\$189.97
Systems Architect II	\$174.40	\$175.75	\$177.34	\$179.16	\$183.28
Systems Architect I	\$154.87	\$156.12	\$157.51	\$159.13	\$162.78
Technical Specialist IV	\$77.44	\$78.10	\$78.77	\$79.61	\$81.42
Technical Specialist III	\$67.75	\$68.33	\$68.95	\$69.62	\$71.23
Technical Specialist II	\$58.29	\$58.77	\$59.29	\$59.92	\$61.29
Technical Specialist I	\$55.07	\$55.51	\$56.00	\$56.59	\$57.89
Technical Writer/Editor	\$102.21	\$103.00	\$103.95	\$105.02	\$107.43
Trainer II	\$100.44	\$101.25	\$102.14	\$103.18	\$105.54
Trainer I	\$79.71	\$80.35	\$81.06	\$81.89	\$83.79
Computer Operations III **	\$66.89	\$67.42	\$68.02	\$68.74	\$70.29
Computer Operations II **	\$63.14	\$63.63	\$64.19	\$64.86	\$66.35
Computer Operations I **	\$58.71	\$59.19	\$59.71	\$60.32	\$61.69
Security Administrator III	\$103.56	\$104.39	\$105.29	\$106.39	\$108.83
Security Administrator II	\$90.87	\$91.58	\$92.39	\$93.33	\$95.49
Security Administrator I	\$70.64	\$71.21	\$71.86	\$72.59	\$74.25
Storage/SAN Engineer III	\$121.61	\$122.58	\$123.68	\$124.94	\$127.82
Storage/SAN Engineer II	\$102.15	\$102.94	\$103.88	\$104.95	\$107.36
Storage/SAN Engineer I	\$88.00	\$88.70	\$89.48	\$90.40	\$92.47
Subject Matter Specialist III	\$84.10	\$84.80	\$85.55	\$86.41	\$88.42
Subject Matter Specialist II	\$72.71	\$73.29	\$73.93	\$74.70	\$76.40
Subject Matter Specialist I	\$64.08	\$64.57	\$65.17	\$65.82	\$67.30
Service Delivery Manager III	\$163.70	\$165.00	\$166.44	\$168.15	\$172.05
Service Delivery Manager II	\$150.82	\$152.04	\$153.39	\$154.98	\$158.53
Service Delivery Manager I	\$102.83	\$103.66	\$104.58	\$105.65	\$108.09
Logistics/Asset Management Analyst III	\$92.66	\$93.38	\$94.25	\$95.21	\$97.39
Logistics/Asset Management Analyst II	\$81.01	\$81.65	\$82.38	\$83.22	\$85.15
Logistics/Asset Management Analyst I	\$72.71	\$73.29	\$73.93	\$74.70	\$76.40

Government Site	2/1/2018-1/31/2019	2/1/2019-1/31/2020	2/1/2020-1/31/2021	2/1/2021-1/31/2022	2/1/2022-1/31/2023
Labor Category	Year 1	Year 2	Year 3	Year 4	Year 5
Configuration/Data Management III	\$114.73	\$115.67	\$116.69	\$117.88	\$120.57
Configuration/Data Management II	\$94.51	\$95.22	\$96.08	\$97.07	\$99.30
Configuration/Data Management I	\$65.70	\$66.21	\$66.80	\$67.49	\$69.04

** - SCA applicable Labor Categories

GSA Labor Category	GSA Labor Category Title	GSA Minimum/General Experience	GSA Functional Responsibility	GSA Minimum Education	Education and Experience Equivalency Policies
1	Executive Program Manager	15 years IT experience. Requires extensive experience in consulting with clients on establishing strategic direction, business strategy, objectives and requirements.	Leads the delivery of replicable services and solutions into new and existing clients. Functions as an industry expert to evaluate the client's business strategy, objectives and requirements. Using advanced consulting methodologies, translates the client's long-range business plan into a services strategy. Interfaces with the client's most senior executive team, up to the CXO level, to successfully deliver solutions.	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline.	<ul style="list-style-type: none"> • With a Master's Degree (in the fields described in Min. Education above): 13 years IT experience • With a PH.D. (in the fields described in Min. Education above): 11 years of IT experience With twenty years experience, a degree is not required.
2	Program Manager II	12 years IT experience. This position requires a minimum of five years experience as a Program Manager. Experience includes increasing responsibilities in	Manages large scale programs (>\$50M) involving multiple projects. Organizes, directs, and coordinates planning and production of all contract support activities. Has demonstrated communications skills at all levels of management. Serves as the contractor's authorized interface with the Contracting Officer's Technical Representative (COTR), government management personnel, and client agency	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline.	<ul style="list-style-type: none"> • With a Master's Degree (in the fields described in Min. Education above): 10 years IT experience • With a PH.D. (In the fields described in Min.

GSA Labor Category	GSA Labor Category Title	GSA Minimum/General Experience	GSA Functional Responsibility	GSA Minimum Education	Education and Experience Equivalency Policies
		management of large programs.	representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel, and communicating policies, purposes, and goals of the organization to subordinate personnel. Responsible for overall contract performance. Under stringent time frames, assembles and recruits as necessary to perform assigned tasks. Demonstrated capability in the overall management of multi-task contracts of the size, type, and complexity described in the Task Order.		Education above): 8 years of IT experience With sixteen years experience, a degree is not required.
3	Program Manager I	10 years IT experience. Experience includes increasing responsibilities in management of large programs.	Manages mid size (\$30M - \$50M) and small programs (>\$30M) involving multiple projects. Organizes, directs, and coordinates planning and production of all contract support activities. Has demonstrated communications skills at all levels of management. Serves as the contractor's authorized interface with the Contracting Officer's Technical Representative (COTR), government management personnel, and client agency representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel, and communicating policies, purposes, and goals of the organization to subordinate personnel. Responsible for overall contract performance. Under stringent time frames, assembles and recruits as necessary to perform assigned tasks. Demonstrated capability in the overall management of multi-task contracts of the size, type, and complexity as described in the Task Order.	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline.	<ul style="list-style-type: none"> With a Master's Degree (in the fields described in Min. Education above): 8 years IT experience With a PH.D. (in the fields described in Min. Education above): 6 years of IT experience With fourteen years experience, a degree is not required.
4	Project Manager II	Eight years of IT experience. This	Simultaneously plans and directs a highly technical project (or a group of related tasks) and	A Bachelor's degree in	<ul style="list-style-type: none"> With a Master's Degree (in the

GSA Labor Category	GSA Labor Category Title	GSA Minimum/General Experience	GSA Functional Responsibility	GSA Minimum Education	Education and Experience Equivalency Policies
		position also requires a minimum of five years experience as a Project Manager. Experience includes increasing responsibilities in information systems design and management.	assists the Program Manager in working with the government Contracting Officer, the COTR, government management personnel, and client agency representatives. Under the guidance of the Program Manager, is responsible for the overall management of specific Task Orders and ensures that the technical solutions and schedules in the Task Order are implemented in a timely manner.	Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline.	fields described in Min. Education above): 6 years IT experience With a PH.D. (in the fields described in Min. Education above): 4 years of IT experience With twelve years experience, a degree is not required.
5	Project Manager I	Six years of experience. Experience includes increasing responsibilities in information systems design and management.	Simultaneously plans and directs a technical project (or a group of related tasks) and assists the program manager in working with the government Contracting Officer, the COTR, government management personnel, and client agency representatives. Under the guidance of the Program Manager, is responsible for the overall management of specific Task Orders and ensures that the technical solutions and schedules in the Task Order are implemented in a timely manner.	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline.	<ul style="list-style-type: none"> With a Master's Degree (in the fields described in Min. Education above): 4 years IT experience With a PH.D. (in the fields described in Min. Education above): 2 years of IT experience With ten years experience, a degree is not required
6	Administrative Assistant II	Two years experience.	Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Provides direct	High School diploma	

GSA Labor Category	GSA Labor Category Title	GSA Minimum/General Experience	GSA Functional Responsibility	GSA Minimum Education	Education and Experience Equivalency Policies
			secretarial support to an assigned manager, and may support his/her direct reports. Composes correspondence regarding administrative matters and general office policies for supervisor's approval. Prepares materials needed for conferences, correspondence, appointments, meetings, telephone calls, etc. Prepares special one-time reports, summaries, or replies to inquiries, selecting relevant information from a variety of sources such as reports, documents, correspondence, other offices, etc.		
7	Administrative Assistant I	Zero years of experience.	Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision. Provides direct secretarial support to an assigned manager, and may support his/her direct reports. Composes correspondence regarding administrative matters and general office policies for supervisor's approval. Prepares materials needed for conferences, correspondence, appointments, meetings, telephone calls, etc. Prepares special one-time reports, summaries, or replies to inquiries, selecting relevant information from a variety of sources such as reports, documents, correspondence, other offices, etc.	High School diploma	
8	Business Administrator III	Seven years experience.	Comprehensive knowledge of program operations and company policies and precedents. Represents program/project manager on important administrative matters. Takes lead in solutions to administrative problems across departmental lines. Creatively solves problems where precedent does not exist with consideration of long-range goals and effects. May provide daily supervision and direction to	Bachelor's degree	<ul style="list-style-type: none"> With a Master's Degree (in the fields described in Min. Education above): five years experience. With a PH.D. (in the fields

GSA Labor Category	GSA Labor Category Title	GSA Minimum/General Experience	GSA Functional Responsibility	GSA Minimum Education	Education and Experience Equivalency Policies
			other Business Administrators within delivery group supported.		described in Min. Education above); three years experience. With at least eleven years of specialized experience, a degree is not required.
9	Business Administrator II	Three years experience.	Performs administrative assignments using knowledge of program operations and company policies and precedents. Represents program/project manager on important administrative matters. Coordinates solutions to administrative problems across departmental lines. Creatively solves problems where precedent does not exist with consideration of long-range goals and effects. May provide direction to less experienced Business Administrators.	Bachelor's degree	<ul style="list-style-type: none"> With a Master's Degree (in the fields described in Min. Education above): one year experience. With at least seven years of specialized experience, a degree is not required.
10	Business Administrator I	Zero years of experience.	Performs administrative assignments under the general guidance of senior Business Administrators or Program/Project Managers. Represents program/project manager on important administrative matters. Coordinates solutions to administrative problems across departmental lines.	Bachelor's degree	<ul style="list-style-type: none"> With at least four years of specialized experience, a degree is not required.
11	Business Consultant V	Ten years experience.	Staff professional, expert in a specific domain with general knowledge of other domains. Provides strategic guidance and influences program direction. Recommends enterprise-level solutions and policies, and assists with business integration across organizational levels. Provides	Bachelor's degree	<ul style="list-style-type: none"> With a Master's Degree (in the fields described in Min. Education above): eight years

GSA Labor Category	GSA Labor Category Title	GSA Minimum/General Experience	GSA Functional Responsibility	GSA Minimum Education	Education and Experience Equivalency Policies
			<p>program-level guidance within area of expertise and recommends domain-specific solutions and policies. Evaluates various business models including cost-benefit analysis and return on investment (ROI). May provide daily supervision and directions to other Business Consultants, or high level consulting input.</p>		<p>experience. With a PH.D. (in the fields described in Min. Education above): six years experience. With at least fourteen years of specialized experience, a degree is not required.</p>
12	Business Consultant IV	Seven years experience.	<p>Staff professional, expert in a specific domain with general knowledge of other domains. Provides strategic guidance and influences program direction. Recommends enterprise-level solutions and policies, and assists with business integration across organizational levels. Provides program-level guidance within area of expertise and recommends domain-specific solutions and policies. Evaluates various business models including cost-benefit analysis and return on investment (ROI). May provide daily supervision and direction to other Business Consultants.</p>	Bachelor's degree	<ul style="list-style-type: none"> With a Master's Degree (in the fields described in Min. Education above): five years experience. With a PH.D. (in the fields described in Min. Education above): three years experience. With at least eleven years of specialized experience, a degree is not required.
13	Business Consultant III	Four years experience.	<p>Staff professional, expert in a specific domain with general knowledge of other domains. Provides strategic guidance and influences</p>	Bachelor's degree	<ul style="list-style-type: none"> With a Master's Degree (in the fields described

GSA Labor Category	GSA Labor Category Title	GSA Minimum/General Experience	GSA Functional Responsibility	GSA Minimum Education	Education and Experience Equivalency Policies
			program direction. Recommends large scale information system solutions and policies, and assists with business integration across organizational levels. Provides program-level guidance within area of expertise and recommends domain-specific solutions and policies. Evaluates various business models including cost-benefit analysis and return on investment (ROI). May provide guidance to less experienced Business Consultants.		in Min. Education above): two years experience. With at least eight years of specialized experience, a degree is not required.
14	Business Consultant II	Two years experience.	Staff professional, expert in a specific domain with general knowledge of other domains. Provides strategic guidance and influences program direction. Recommends large scale information system solutions, and assists with business integration across organizational levels. Provides program-level guidance within area of expertise and recommends domain-specific solutions and policies. Evaluates various business models including cost-benefit analysis and return on investment (ROI).	Bachelor's degree	<ul style="list-style-type: none"> With a Master's Degree (in the fields described in Min. Education above). With at least six years of specialized experience, a degree is not required.
15	Business Consultant I	Zero years of experience.	Recommends large scale information system solutions and policies, and assists with business integration across organizational levels. Provides program-level guidance within area of expertise and recommends domain-specific solutions and policies. Evaluates various business models including cost-benefit analysis and return on investment (ROI).	Bachelor's degree	
16	Business Process Engineer IV	Seven years of specialized experience in adapting functional business requirements and processes to	Staff specialist in business process engineering with extensive knowledge of the domain area. Expert in business process architecture and modeling techniques. Exercises independent judgment within a specific area of responsibility. Performs tasks requiring in-depth knowledge of business domain targeting process efficiency and	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other	<ul style="list-style-type: none"> With a Master's degree. (in the fields described in Minimum Education above): five years of

GSA Labor Category	GSA Labor Category Title	GSA Minimum/General Experience	GSA Functional Responsibility	GSA Minimum Education	Education and Experience Equivalency Policies
		technical solutions based upon comprehensive enterprise application solution sets.	improvement Confers with client executive management to define the client's strategic business information technology goals and advises in the reengineering of business processes to meet those goals. Applies process improvement and reengineering methodologies and principles to process modernization projects. Is responsible for effective transition of existing project teams, and the facilitation of project activities and objectives. Provides group facilitation, interviewing, training, and additional forms of knowledge transfer. Acts as key coordinator between multiple project teams to ensure enterprise-wide integration of reengineering efforts. May provide daily supervision and direction to business process reengineering team, or high-level consulting input. (May include specific knowledge of paperless environment and electronic document management systems.)	related scientific or technical discipline.	specialized experience. With a PH.D. (in the fields described in Min. Education above): three years of IT experience. With at least eleven years of specialized experience, a degree is not required.
17	Business Process Engineer III	Five years of specialized experience adapting functional business requirements and processes to technical solutions based upon comprehensive enterprise application solution sets.	Staff specialist in business process engineering with extensive knowledge of the domain area. Expert in business process architecture and modeling. Exercises independent judgment within a specific area of responsibility. Performs tasks requiring in-depth knowledge of business domain targeting process efficiency and improvement Confers with client senior management to understand or develop the client's strategic business goals and advises in the creation of an appropriate information technology strategy. Applies process improvement and reengineering methodologies and principles to process modernization projects. Is responsible for effective transition of existing project teams, and the facilitation of project teams in the	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.	<ul style="list-style-type: none"> With a Master's degree. (in the fields described in Minimum Education above): three years of specialized experience. With a PH.D. (in the fields described in Min. Education above): one year of IT experience With at least nine

GSA Labor Category	GSA Labor Category Title	GSA Minimum/General Experience	GSA Functional Responsibility	GSA Minimum Education	Education and Experience Equivalency Policies
			<p>accomplishment of project activities and objectives. Provides group facilitation, interviewing, training, and additional forms of knowledge transfer. May act as coordinator among multiple project teams to ensure enterprise-wide integration of reengineering efforts. May provide daily supervision and direction to business process reengineering team. (May include specific knowledge of paperless environment and electronic document management systems.)</p>		<p>years of specialized experience, a degree is not required.</p>
18	Business Process Engineer II	<p>Three years of specialized experience adapting functional business requirements and processes to technical solutions based upon comprehensive enterprise application solution sets.</p>	<p>Confers with client management to understand the client's strategic goals and participates in the creation of an appropriate information technology strategy or plan. Applies process improvement and reengineering methodologies and principles to process modernization projects. Provides group facilitation, interviewing, training. Assists more experienced business process engineers in coordinating multiple project teams to ensure enterprise-wide integration of reengineering efforts. (May include specific knowledge of paperless environment and electronic document management systems.)</p>	<p>A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.</p>	<ul style="list-style-type: none"> • With a Master's degree. (in the fields described in Minimum Education above): one year of IT experience. • With at least seven years of specialized experience, a degree is not required.
19	Business Process Engineer I	<p>One year of specialized experience adapting functional business requirements and processes to technical solutions based upon comprehensive enterprise application solution sets.</p>	<p>Participates in the creation of an appropriate information technology strategy or plan. Applies process improvement and reengineering methodologies and principles to process modernization projects. Provides group facilitation, interviewing, and training. Assists more experienced business process engineers in coordinating between multiple project teams to ensure enterprise-wide integration of reengineering efforts. Assignments are generally of limited scope and reviewed by more experienced analysts. (May include specific</p>	<p>A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.</p>	<ul style="list-style-type: none"> • With at least five years of specialized experience, a degree is not required.

GSA Labor Category	GSA Labor Category Title	GSA Minimum/General Experience	GSA Functional Responsibility	GSA Minimum Education	Education and Experience Equivalency Policies
			knowledge of paperless environment and electronic document management systems.)		
20	COTS Technology Consultant IV	Eight years experience.	Provides highly technical expertise and guidance with COTS products selection and implementation including software and hardware such as ERP, SCM, and CRM. Has specialized training and expertise and/or certifications with one or several COTS products such as Oracle, Siebel, SAP, PeopleSoft, and EMC. Develops and applies advanced methods in the configuration and customization of COTS solutions to meet business requirements. Provides technical consultation to other organizations. May provide team leadership or consulting support on complex COTS implementations.	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline.	<ul style="list-style-type: none"> • With a Master's Degree (in the fields described in Min. Education above): six years experience. • With a PH.D. (in the fields described in Min. Education above): four years experience. With at least twelve years of specialized experience, a degree is not required.
21	COTS Technology Consultant III	Five years experience.	Provides technical expertise and guidance with COTS products selection and implementation including software and hardware such as ERP, SCM, and CRM. Has specialized training and expertise and/or certifications with one or several COTS products such as Oracle, Siebel, SAP, PeopleSoft, and EMC. Develops and applies advanced methods in the configuration and customization of COTS solutions to meet business requirements. Provides technical consultation to other organizations. May provide daily supervision and direction to other COTS Technology Consultants.	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline.	<ul style="list-style-type: none"> • With a Master's Degree (in the fields described in Min. Education above): three years experience. With a PH.D. (in the fields described in Min. Education above): one year experience. With at least nine years of

GSA Labor Category	GSA Labor Category Title	GSA Minimum/General Experience	GSA Functional Responsibility	GSA Minimum Education	Education and Experience Equivalency Policies
					specialized experience, a degree is not required.
22	COTS Technology Consultant II	Three years experience.	Provides technical expertise and guidance with COTS products selection and implementation including software and hardware such as ERP, SCM, and CRM. Has training and/or certifications with one or several COTS products such as Oracle, Siebel, SAP, PeopleSoft, and EMC. Develops and applies advanced methods in the configuration and customization of COTS solutions to meet business requirements. Provides technical consultation to other organizations.	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.	<ul style="list-style-type: none"> With a Master's Degree (in the fields described in Min. Education above): one year experience. With at least seven years of specialized experience, a degree is not required.
23	COTS Technology Consultant I	One Year experience	Participates in the selection and implementation of COTS products including software and hardware such as ERP, SCM, and CRM. Has training and/or certifications with one or several COTS products such as Oracle, Siebel, SAP, PeopleSoft, and EMC. Applies advanced methods in the configuration and customization of COTS solutions to meet business requirements. Works under the general supervision of more experienced COTS Technology Consultants.	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.	<ul style="list-style-type: none"> With at least five years of specialized experience, a degree is not required.
24	Database Administrator IV	Eight years of experience in administrating data bases and data base operations.	Experienced in problem resolution and efficient operation of a multi-computer site that supports data base administration, analysis, and report production; data dictionary administration; and system development. Performs database administration, backups and recoveries, and works with users to resolve database questions or problems. Coordinates systems resource availability with database analysts, system and application programmers, and other users.	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.	<ul style="list-style-type: none"> With a Master's Degree (in the fields described in Minimum Education): six years must be specialized experience in database administration

GSA Labor Category	GSA Labor Category Title	GSA Minimum/General Experience	GSA Functional Responsibility	GSA Minimum Education	Education and Experience Equivalency Policies
			Provides advice and assistance to users on equipment operations. Maintains and updates databases and data dictionaries. May provide daily supervision and direction to staff.		and/or operations. With thirteen years general experience of which nine years is specialized in administering databases and database operations, a degree is not required.
25	Database Administrator III	Five years of experience in administrating data bases and data base operations.	Ensures efficient operation of a multi-computer site that supports data base administration, analysis, and report production; data dictionary administration; and system development. Performs database administration, backups and recoveries, and works with users to resolve database questions or problems. Coordinates systems resource availability with database analysts, system and application programmers, and other users. Provides advice and assistance to users on equipment operations. Maintains and updates databases and data dictionaries. May provide assistance to less experienced database administrators.	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.	<ul style="list-style-type: none"> With a Master's Degree (in the fields described in Minimum Education): three years experience must be specialized experience in database administration and/or operations. With ten years general experience of which seven years is specialized in computer systems administration, a degree is not

GSA Labor Category	GSA Labor Category Title	GSA Minimum/General Experience	GSA Functional Responsibility	GSA Minimum Education	Education and Experience Equivalency Policies
					required.
26	Database Administrator II	Two years of experience in administrating data bases and data base operations.	Performs database administration, backups and recoveries, and works with users to resolve database questions or problems. Coordinates systems resource availability with database analysts, system and application programmers, and other users. Provides advice and assistance to users on equipment operations. Maintains and updates databases and data dictionaries.	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.	<ul style="list-style-type: none"> With seven years general experience of which four years is specialized in computer systems administration, a degree is not required.
27	Database Administrator I	Zero years of experience.	Performs database administration, backups and recoveries, and works with users to resolve database questions or problems. Provides assistance to users on equipment operations. Maintains and updates databases and data dictionaries.	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.	<ul style="list-style-type: none"> With five years general experience of which two years is specialized in computer systems administration, a degree is not required.
28	Database Analyst/Programmer IV	Seven years of experience in data base design and system analysis, systems software internals and data manipulation languages.	Provides highly technical expertise and guidance in the use of database management systems. Designs, implements, and maintains databases with respect to access methods and time, device allocation, validation checks, file organization, indexing methods, protection and security, documentation, guidelines, and statistical methods. Establishes procedures for operation of the database and database management systems. Collects data elements and prepares database specifications. Develops, maintains, and controls the data dictionary. May include experience with database systems such as Sybase, Oracle, and Informix. May provide team leadership or consulting support on complex	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline.	<ul style="list-style-type: none"> With a Master's Degree (in the fields described in Min. Education above): five years experience With a PH.D. (in the fields described in Min. Education above): three years of experience With eleven years IT

GSA Labor Category	GSA Labor Category Title	GSA Minimum/General Experience	GSA Functional Responsibility	GSA Minimum Education	Education and Experience Equivalency Policies
			database tasks.		experience of which at least eight years of specific experience, a degree is not required.
29	Database Analyst/Programmer III	Five years of experience in database design and system analysis, systems software internals and data manipulation languages.	Provides expertise and guidance in the use of database management systems. Designs, implements, and maintains databases with respect to access methods and time, device allocation, validation checks, file organization, indexing methods, protection and security, documentation, guidelines, and statistical methods. Establishes procedures for operations of the database and database management systems. Collects data elements and prepares database specifications. Develops, maintains, and controls the data dictionary. May include experience with database systems such as Sybase, Oracle, and Informix. May function as team leader and provide direction to less experienced database programmers/analysts.	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.	<ul style="list-style-type: none"> With a Master's degree. (in the fields described in Minimum Education above): three years of specialized experience. With nine years of general information technology experience and at least five years of specialized experience, a degree is not required.
30	Database Analyst/Programmer II	Two years of experience in database design and system analysis, systems software internals and data manipulation languages.	Provides guidance in the use of database management systems. Designs, implements, and maintains databases with respect to access methods and time, device allocation, validation checks, file organization, indexing methods, protection and security, documentation, guidelines, and statistical methods. Collects data elements and prepares database specifications. Develops, maintains, and controls the data	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or	<ul style="list-style-type: none"> With a Master's degree. (in the fields described in Minimum Education above): With six years of general information

GSA Labor Category	GSA Labor Category Title	GSA Minimum/General Experience	GSA Functional Responsibility	GSA Minimum Education	Education and Experience Equivalency Policies
			dictionary. May provide task direction to less experienced database programmers/analysts.	technical discipline.	technology experience and at least four years of specialized experience, a degree is not required.
31	Database Analyst/Programmer I	Zero years of experience. Knowledge in database design and system analysis, systems software internals and data manipulation languages.	Assists more experienced database analysts/programmer in the design, implementation, and maintenance of databases, collection of data elements, and preparation of database specifications. Helps to develop, maintain, and control the data dictionary.	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.	<ul style="list-style-type: none"> With four years of general information technology experience and at least two years of specialized experience, a degree is not required.
32	Documentation Specialist	Two years of experience in preparing technical documentation and/or researching applicable Government and industry standards.	Gathers, analyzes, and composes information technology-related technical information. Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents to be used by technical and non-technical personnel.	A Bachelor's degree from an accredited university or college.	<ul style="list-style-type: none"> With at least four years of specialized experience, a degree is not required.
33	Emerging Technology Specialist IV	Eight years experience.	Expert in available state-of-the-art emerging technologies and their use in solutioning to solve complex user requirements. Analyzes, designs, and applies the knowledge needed to investigate and solution emerging technologies. Provide technical expertise and guidance in emerging technologies, plan, conduct, and technically direct implementations. Analyzes the trade-off of implementing vs. not implementing the	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline.	<ul style="list-style-type: none"> With a Master's Degree (in the fields described in Min. Education above): six years experience. With a PH.D. (in the fields described in Min.

GSA Labor Category	GSA Labor Category Title	GSA Minimum/General Experience	GSA Functional Responsibility	GSA Minimum Education	Education and Experience Equivalency Policies
			technology. Can provide cost benefit projections of using the emerging technology. May provide team leadership or consulting support on complex tasks.		Education above): four years experience. With at least twelve years of specialized experience, a degree is not required.
34	Emerging Technology Specialist III	Five years experience.	Advanced knowledge in available emerging technologies and their application in solutioning customer requirements. Analyzes, designs, and applies the knowledge needed to investigate and solution emerging technologies. Provide technical expertise and guidance in emerging technologies, plan, conduct, and technically direct implementations. Analyzes the trade-off of implementing vs. not implementing the technology. Can provide cost benefit projections of using the emerging technology. May function as team leader in provide direction to less experienced Emerging Technology Specialist.	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline.	<ul style="list-style-type: none"> With a Master's Degree (in the fields described in Min. Education above): three years experience. With a PH.D. (in the fields described in Min. Education above): one year experience. With at least nine years of specialized experience, a degree is not required.
35	Emerging Technology Specialist II	Two years experience.	Analyzes, designs, and applies the knowledge needed to investigate and solution emerging technologies. Provide technical expertise and guidance in emerging technologies, plan, conduct, and technically implement. Analyzes the trade-off of implementing vs. not implementing the technology. Can provide cost benefit	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business or other	<ul style="list-style-type: none"> With a Master's Degree (in the fields described in Min. Education above). With at least six years of

GSA Labor Category	GSA Labor Category Title	GSA Minimum/General Experience	GSA Functional Responsibility	GSA Minimum Education	Education and Experience Equivalency Policies
			projections of using the emerging technology.	related scientific or technical discipline.	specialized experience, a degree is not required.
36	Emerging Technology Specialist I	One Year experience	Assists in the development of an emerging technologies plan and its technical implementation. Analyzes the trade-off of implementing vs. not implementing the technology. Can provide cost benefit projections of using the emerging technology. Works under the general supervision of more experienced COTS Technology Specialists.	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline.	<ul style="list-style-type: none"> With at least five years of specialized experience, a degree is not required.
37	Engineer/Architect V	Ten years experience.	Establishes information requirements for enterprise-wide or large-scale information systems, databases, and/or networks. Designs architectures that include software, hardware, and communications solutions to support the total requirements, as well as provide for present and future cross-functional requirements and interfaces. Evaluates compatibility of information system development efforts with agency architectures and recommends appropriate adjustments. May provide team leadership or consulting support on complex tasks.	Bachelor's degree.	<ul style="list-style-type: none"> With a Master's Degree (in the fields described in Min. Education above): eight years experience. With a PH.D. (in the fields described in Min. Education above): six years experience. With at least fourteen years of specialized experience, a degree is not required.
38	Engineer/Architect IV	Seven years experience.	Establishes information requirements for enterprise-wide or large-scale information systems, databases, and/or networks. Designs architectures that include software, hardware, and	Bachelor's degree.	<ul style="list-style-type: none"> With a Master's Degree (in the fields described in Min. Education

GSA Labor Category	GSA Labor Category Title	GSA Minimum/General Experience	GSA Functional Responsibility	GSA Minimum Education	Education and Experience Equivalency Policies
			communications solutions to support the total requirements, as well as provide for present and future cross-functional requirements and interfaces. Evaluates compatibility of information system development efforts with agency architectures and recommends appropriate adjustments. May function as team leader and provide direction to less experienced Engineer/Architects.		above): five years experience. With a PH.D. (in the fields described in Min. Education above): three years experience. With at least eleven years of specialized experience, a degree is not required.
39	Engineer/Architect III	Four years experience.	Establishes information requirements for large-scale information systems, databases, and/or networks. Designs architectures that include software, hardware, and communications solutions to support the total requirements, as well as provide for present and future cross-functional requirements and interfaces. Evaluates compatibility of information system development efforts with agency architectures and recommends appropriate adjustments. May provide direction to less experienced Engineer/Architects.	Bachelor's degree.	<ul style="list-style-type: none"> With a Master's Degree (in the fields described in Min. Education above): two years experience. With at least eight years of specialized experience, a degree is not required.
40	Engineer/Architect II	Two years experience.	Establishes information requirements for large-scale information systems, databases, and/or networks. Designs architectures that include software, hardware, and communications solutions to support the total requirements, as well as provide for present and future cross-functional requirements and interfaces. Evaluates	Bachelor's degree.	<ul style="list-style-type: none"> With a Master's Degree (in the fields described in Min. Education above). With at least six years of

GSA Labor Category	GSA Labor Category Title	GSA Minimum/General Experience	GSA Functional Responsibility	GSA Minimum Education	Education and Experience Equivalency Policies
			compatibility of information system development efforts with agency architectures and recommends appropriate adjustments.		specialized experience, a degree is not required.
41	Engineer/Architect I	Zero years of experience.	Assists in the design of architectures that include software, hardware, and communications solutions to support the total requirements, as well as provide for present and future cross-functional requirements and interfaces. Evaluates compatibility of information system development efforts with agency architectures and recommends appropriate adjustments. Works under the general supervision of more experienced Engineer/Architects.	Bachelor's degree.	
42	Engineering/Network Technician V	Ten years experience.	<p>Includes Engineering, Network and User Tech Support Techs</p> <p>ENG - Independently plans and accomplishes complete projects or studies of broad scope and complexity. Prepares designs and specifications for various complex equipment or systems. Plans approach to solve design problems; conceives and recommends new design techniques; resolves design problems with contract personnel. Designs and coordinates test set-ups and experiments to prove or disprove the feasibility of preliminary design.</p> <p>NET - Acts as company representative at base or remote locations, ensuring performance of the telecommunications network through constant monitoring of traffic, performance, and network configurations. Takes corrective action to re-route traffic when problems occur and works with network engineering to resolve issues. Advises customer and contractor personnel of company</p>	Associate's degree in a related technical degree or appropriate certification.	<ul style="list-style-type: none"> Two years of specialized experience may be substituted for a degree.

GSA Labor Category	GSA Labor Category Title	GSA Minimum/General Experience	GSA Functional Responsibility	GSA Minimum Education	Education and Experience Equivalency Policies
			<p>requirements for products and services, support equipment, and installations. Directs regular, special, and integrated system test programs. Prepares and conducts special reports and presentations pertinent to company products and services, field operations, or other applications. Plans, prepares, and conducts on-the-job training as required in support of these activities.</p> <p>USER - Performs functional consultation supporting end user groups. Applies expertise and knowledge of state-of-the-art software, hardware, network infrastructure, and/or information technology to install, configure, maintain, and troubleshoot highly complex user/system problems. Prepares complex recommendations and proposals. Typically has specialization in particular software or business application. Keeps abreast of technological developments and applications.</p>		
43	Engineering/ Network Technician IV	Seven years experience.	<p>Includes Engineering, Network and User Tech Support Techs</p> <p>ENG - Prepares designs and specifications for various complex equipment or systems. Plans approach to solve design problems; conceives and recommends new design techniques; resolves design problems with contract personnel. Designs and coordinates test set-ups and experiments to prove or disprove the feasibility of preliminary design.</p> <p>NET - . Takes corrective action to re-route traffic when problems occur and works with network engineering to resolve issues. Advises customer and contractor personnel of company</p>	Associate's degree in a related technical degree or appropriate certification.	<ul style="list-style-type: none"> Two years of specialized experience may be substituted for a degree.

GSA Labor Category	GSA Labor Category Title	GSA Minimum/General Experience	GSA Functional Responsibility	GSA Minimum Education	Education and Experience Equivalency Policies
			<p>requirements for products and services, support equipment, and installations. Directs regular, special, and integrated system test programs. Prepares and conducts special reports and presentations pertinent to company products and services, field operations, or other applications. Plans, prepares, and conducts on-the-job training as required in support of these activities.</p> <p>USER - Performs functional consultation supporting end user groups. Applies expertise and knowledge of state-of-the-art software, hardware, network infrastructure, and/or information technology to install, configure, maintain, and troubleshoot highly complex user/system problems. Prepares complex recommendations and proposals. Typically has specialization in particular software or business application. Keeps abreast of technological developments and applications.</p>		
44	Engineering/ Network Technician III	Four years experience.	<p>Includes Engineering, Network and User Tech Support Techs</p> <p>ENG - Prepares designs and specifications for various complex equipment or systems. Plans approach to solve design problems; conceives and recommends new design techniques; resolves design problems with contract personnel. Designs and coordinates test set-ups and experiments to prove or disprove the feasibility of preliminary design.</p> <p>NET - Ensures performance of the telecommunications network through constant monitoring of traffic, performance, and network configurations. Takes corrective action to re-route</p>	Associate's degree in a related technical degree or appropriate certification.	<ul style="list-style-type: none"> Two years of specialized experience may be substituted for a degree.

GSA Labor Category	GSA Labor Category Title	GSA Minimum/General Experience	GSA Functional Responsibility	GSA Minimum Education	Education and Experience Equivalency Policies
			<p>traffic when problems occur and works with network engineering to resolve issues. Advises customer and contractor personnel of company requirements for products and services, support equipment, and installations. Directs regular, special, and integrated system test programs. Prepares and conducts special reports and presentations pertinent to company products and services, field operations, or other applications. Plans, prepares, and conducts on-the-job training as required in support of these activities.</p>		
45	Engineering/ Network Technician II	Three years experience.	<p>Includes Engineering, Network and User Tech Support Techs</p> <p>ENG - Contributes to complete projects or studies of broad scope and complexity. Assists with the preparation of designs and specifications for various complex equipment or systems. Assists with resolution of design problems with contract personnel. Assists with Designs and coordinates test set-ups and experiments to prove or disprove the feasibility of preliminary design.</p> <p>NET - Assists with the ensuring performance of the telecommunications network through constant monitoring of traffic, performance, and network configurations. Assists with corrective action to re-route traffic when problems occur and works with network engineering to resolve issues. Assists with support equipment, and installations.</p>	High School Diploma with appropriate Certification.	
46	Engineering/ Network Technician I	Zero years of experience.	<p>Includes Engineering, Network and User Tech Support Techs</p> <p>ENG - Contributes to complete projects or studies of broad scope and complexity. Assists with the</p>	High School Diploma.	

GSA Labor Category	GSA Labor Category Title	GSA Minimum/General Experience	GSA Functional Responsibility	GSA Minimum Education	Education and Experience Equivalency Policies
			<p>preparation of designs and specifications for various complex equipment or systems. Assists with resolution of design problems with contract personnel. Assists with Designs and coordinates test set-ups and experiments to prove or disprove the feasibility of preliminary design.</p> <p>NET - Assists with the ensuring performance of the telecommunications network through constant monitoring of traffic, performance, and network configurations. Assists with corrective action to re-route traffic when problems occur and works with network engineering to resolve issues. Assists with support equipment, and installations.</p>		
47	Field Service/Break --fix Engineer V	Ten years experience.	<p>Senior engineering representative at base or remote locations, performs as company contact in the field with customer and contractor personnel. Provides expert problem resolution experience. Directs regular, special, and integrated system test programs. Consults with customer regarding pre- and post-installation problems. Works closely with design engineering in evaluating product performance and conducting field trials. Prepares and conducts special reports and presentations pertinent to products and services, field operations, or other applications. Plans, prepares and conducts on-the-job training. Provides Break-fix service at user site. Typically provides direct supervision and direction to Field Service/Break-fix Engineering team. Performs activities associated with installing, maintaining and servicing desk side computer-related products and legacy systems, at customer sites, large IMS environments and/or depot locations, by using standard methods, techniques and tools applicable to the area in which he or she is</p>	Associate's degree in a related technical field or appropriate certification (A+ certification, Network + Certification, and/or Project Planning and Controlling).	<ul style="list-style-type: none"> Two years of specialized experience may be substituted for a degree.

GSA Labor Category	GSA Labor Category Title	GSA Minimum/General Experience	GSA Functional Responsibility	GSA Minimum Education	Education and Experience Equivalency Policies
			working. Equipment support may include Enterprise Server, PC & laptop computers, storage sub-systems and drives, computer and telecommunications systems as well as networking.		
48	Field Service/Break ---fix Engineer IV	Seven years experience.	Senior engineering representative at base or remote locations, performs as company contact in the field with customer and contractor personnel. Performs regular, special, and integrated system test programs. Consults with customer regarding pre- and post-installation problems. Prepares and conducts special reports and presentations pertinent to products and services, field operations, or other applications. Plans, prepares and conducts on-the-job training. Provides Break-fix service at user site. Performs activities associated with installing, maintaining and servicing desk side computer-related products and legacy systems, at customer sites, large IMS environments and/or depot locations, by using standard methods, techniques and tools applicable to the area in which he or she is working. Equipment support may include Enterprise Server, PC & laptop computers, storage sub-systems and drives, computer and telecommunications systems as well as networking. May provide team leadership and direction to other Field Service/Break-fix engineers.	Associate's degree in a related technical field or appropriate certification (A+ certification and/or Network + Certification).	<ul style="list-style-type: none"> Two years of specialized experience may be substituted for a degree.
49	Financial Analyst II	Five years of experience in cost and schedule reporting, resource management, manpower allocation and resource	Directs all financial management and administrative activities, such as budgeting, manpower and resource planning, and financial reporting in support of information technology projects. Performs complex evaluations of existing procedures, processes, techniques, models, and/or systems related to management	A Bachelor's degree in Accounting, Finance, Business or other related discipline.	<ul style="list-style-type: none"> With a Master's Degree (in the fields described in Min. Education above): three year experience With a PH.D. (in

GSA Labor Category	GSA Labor Category Title	GSA Minimum/General Experience	GSA Functional Responsibility	GSA Minimum Education	Education and Experience Equivalency Policies
		planning.	problems or contractual issues which would require a report and recommends solutions. Develops work breakdown structures, and prepares charts, tables, graphs, and diagrams to assist in analyzing problems. May provide daily supervision and direction to staff.		the fields described in Min. Education above): four years of experience. With at least nine years of specialized experience, a degree is not required.
50	Financial Analyst I	Two years of specialized experience in cost and schedule reporting, resource management, manpower allocation and resource planning.	Performs financial management and administrative activities, such as budgeting, manpower and resource planning, and financial reporting in support of information technology projects. Evaluates existing procedures, processes, techniques, models, and/or systems related to management problems or contractual issues that would require a report and recommends solutions. Develops work breakdown structures, and prepares charts, tables, graphs, and diagrams to assist in analyzing problems.	A Bachelor's degree in Accounting, Finance, Business or other related discipline.	<ul style="list-style-type: none"> With at least four years of specialized experience, a degree is not required.
51	Help Desk Analyst III	Seven years experience.	Directs remote support to users for network and desktop hardware and software problems. Takes calls from users, diagnoses problems, recommends and/or implements solutions, and provides follow-up. Has experience and understanding of MIS environment. Typically involves use of problem management database and help desk systems.	High School Diploma.	
52	Help Desk Analyst II	Three years experience.	Provides remote support to users for network and desktop hardware and software problems. Takes calls from users, diagnoses problems, recommends and/or implements solutions, and	High School Diploma.	

GSA Labor Category	GSA Labor Category Title	GSA Minimum/General Experience	GSA Functional Responsibility	GSA Minimum Education	Education and Experience Equivalency Policies
			provides follow-up. Has experience and understanding of MIS environment. Typically involves use of problem management database and help desk systems.		
53	Help Desk Analyst I	Zero years of experience.	Under direction, provides remote support to users for network and desktop hardware and software problems. Takes calls from users, diagnoses problems, recommends and/or implements solutions, and provides follow-up. Has experience and understanding of MIS environment. Involves use of problem management database and help desk systems.	High School Diploma.	
54	Help Desk Specialist III	Seven years experience.	Directs remote support to users for network and desktop hardware and software problems. Picks up calls from users, diagnoses problems and recommends solutions per script. Refers on non-resolved problems. Typically only provides Tier 2 support. A Level 2 technician and or a Team Lead (higher level of technical knowledge/skills required).	High School Diploma.	
55	Help Desk Specialist II	Three years experience.	Provides remote support to users for network and desktop hardware and software problems. Picks up calls from users, diagnoses problems and recommends solutions per script. Refers on non-resolved problems. Typically provides Tier 2 support. First level technician (limited/basic technical skills required).	High School Diploma.	
56	Help Desk Specialist I	Zero years of experience.	Under direction, provides remote support to users for network and desktop hardware and software problems. Takes calls from users, diagnoses problems and recommends solutions per script. Typically only provides Tier 1 support. A customer service representative rather than a technician (no real technical skills required).	High School Diploma.	
57	Network Engineer III	Seven years of experience in	Applies complex networking concepts in the analysis, study, and design of data networks.	A Bachelor's degree in	<ul style="list-style-type: none"> • With a Master's degree. (in the

GSA Labor Category	GSA Labor Category Title	GSA Minimum/General Experience	GSA Functional Responsibility	GSA Minimum Education	Education and Experience Equivalency Policies
		protocol analysis, communication network system design and maintenance, and knowledge of communication protocols (i.e. TCP/IP, X.25, X.400, X.500).	Analyzes network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommends procurement, removals, and modifications to network components. Designs and optimizes network topologies and site configurations. Diagnoses and remediates problems; plans installations, transitions, and cutovers of network components and capabilities. May review existing network designs and capabilities with the goal of making refinements, reducing operating overhead, enhancing network throughput, and improving current network topologies. May function as team leader for less experienced network engineers.	Mathematics, Computer Science, Information Systems, Engineering, Business, or other related discipline.	fields described in Minimum Education above): five years of specialized experience. With at least eleven years of specialized experience, a degree is not required.
58	Network Engineer II	Three years of experience in protocol analysis, communication network system design and maintenance, and knowledge of communication protocols (i.e. TCP/IP, X.25, X.400, X.500).	Applies advanced networking concepts in the analysis, study, and design of data networks. Analyzes network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommends procurement, removals, and modifications to network components. Designs and optimizes network topologies and site configurations. Plans installations, transitions, and cutovers of network components and capabilities. May review existing network designs and capabilities with the goal of making refinements, reducing operating overhead, enhancing network throughput, and improving current network topologies. May provide task direction to less experienced network engineers.	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.	<ul style="list-style-type: none"> With a Master's degree. (in the fields described in Minimum Education above): one year of specialized experience. With at least seven years of specialized experience, a degree is not required.
59	Network Engineer I	Zero years of experience. Knowledge in protocol analysis, communication network system	Applies basic networking concepts in the analysis, study, and design of data networks. Assists more experienced network engineers in analyzing network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput). Assists in planning installations,	A Bachelor's degree in Computer Science, Information Systems, Engineering,	<ul style="list-style-type: none"> With at least four years of specialized experience, a degree is not required.

GSA Labor Category	GSA Labor Category Title	GSA Minimum/General Experience	GSA Functional Responsibility	GSA Minimum Education	Education and Experience Equivalency Policies
		design and maintenance, and knowledge of communication protocols (i.e. TCP/IP, X.25, X.400, X.500).	transitions, and cutovers of network components and capabilities. Assists higher level network engineering in the review of existing network designs and capabilities with the goal of making refinements, reducing operating overhead, enhancing network throughput, and improving current network topologies.	Business, or other related scientific or technical discipline.	
60	Network Specialist III	Seven years of experience in designing, testing, installing, implementing and maintaining computer networks	Monitors and adjusts network parameters for optimum performance. Installs and supports local area networks (LANs). Configures the network, and adds and deletes users and printers. Diagnoses, troubleshoots and repairs complex LANs and interfaces between differing networks via remote and local bridges, repeaters, routers, and switches (including mainframe connectivity via gateway, telecommunication circuits, and direct network access). Assures that LAN security is maintained according to recommendations. Creates documentation for systems support staff and users. Provides technical expertise for performance and configuration of networks. Evaluates communication hardware and software, and performs compatibility testing of system and application software. Coordinates with all responsible users and sites. May perform site surveys and network performance assessments, schedule conversions and cutovers, and oversee a network control center. May supervise staff.	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.	<ul style="list-style-type: none"> With a Master's degree. (in the fields described in Minimum Education above): five years of specialized experience. With at least eleven years of specialized experience, a degree is not required
61	Network Specialist II	Three years of experience in designing, testing, installing, implementing and maintaining computer networks	Monitors and adjusts network parameters for optimum performance. Installs and supports local area networks (LANs). Configures the network, and adds and deletes users and printers. Diagnoses, troubleshoots and repairs LANs and interfaces between differing networks via remote and local bridges, repeaters, routers, and switches (including mainframe connectivity via	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or	<ul style="list-style-type: none"> With a Master's degree. (in the fields described in Minimum Education above): one year of specialized experience.

GSA Labor Category	GSA Labor Category Title	GSA Minimum/General Experience	GSA Functional Responsibility	GSA Minimum Education	Education and Experience Equivalency Policies
			gateway, telecommunication circuits, and direct network access). Assures that LAN security is maintained according to recommendations. Creates documentation for systems support staff and users. Evaluates communication hardware and software, and performs compatibility testing of system and application software. Coordinates with all responsible users and sites. May perform site surveys, and schedule conversions and cutovers. May provide guidance to less experienced network specialists.	technical discipline.	With at least seven years of specialized experience, a degree is not required.
62	Network Specialist I	Zero years of experience. Knowledge in designing, testing, installing, implementing and maintaining computer networks.	Assists more experienced network specialist/network engineers in monitoring and adjusting network parameters for optimum performance. Installs and supports local area networks (LANs). Configures the network, and adds and deletes users and printers. May assist in troubleshooting and repairing LANs and interfaces between differing networks via remote and local bridges, repeaters, routers, and switches (including mainframe connectivity via gateway, telecommunication circuits, and direct network access). Creates documentation for systems support staff and users. Supports the evaluation of communication hardware and software. Assists in compatibility testing of system and application software.	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.	<ul style="list-style-type: none"> With at least four years of specialized experience, a degree is not required.
63	Quality Assurance Configuration Analyst III	Seven years of experience in QA areas as Configuration Management, verification and validation, software testing and integration, software	Develops, implements, and maintains quality assurance/configuration management programs in support of a variety of software, hardware, and services. Establishes standards for life cycle, documentation, development methods, testing, and maintenance. Develops and defines major and minor characteristics of quality/configuration management (including metrics and scoring parameters) and determines requisite quality	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.	<ul style="list-style-type: none"> With a Master's Degree (in the fields described in Min. Education above): five years experience With a PH.D. (in the fields described in Min.

GSA Labor Category	GSA Labor Category Title	GSA Minimum/General Experience	GSA Functional Responsibility	GSA Minimum Education	Education and Experience Equivalency Policies
		metrics and software quality assessment.	control/configuration management resources for an actual task order. Conducts or participates in formal and informal reviews at predetermined points throughout the system life cycle. Serves as liaison between Program Management and other functional groups to resolve issues regarding quality assurance/configuration management. Reviews and evaluates software products and services for adherence to government directives, standards, and guidelines. May provide daily supervision and direction to support staff.		Education (above): three years of experience With at least eleven years of specialized experience, a degree is not required.
64	Quality Assurance Configuration Analyst II	Four years of experience in QA areas as Configuration Management, verification and validation, software testing and integration, software metrics and software quality assessment.	Develops, implements, and maintains quality assurance/configuration management programs in support of a variety of software, hardware, and services. Establishes standards for life cycle, documentation, development methods, testing, and maintenance. Develops and defines major and minor characteristics of quality/configuration management (including metrics and scoring parameters) and determines requisite quality control/configuration management resources for an actual task order. Conducts or participates in formal and informal reviews at predetermined points throughout the system life cycle. Serves as liaison between Program Management and other functional groups to resolve issues regarding quality assurance/configuration management. Reviews and evaluates software products and services for adherence to government directives, standards, and guidelines. May provide task direction and guidance to less experienced team members.	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.	<ul style="list-style-type: none"> With a Master's Degree (in the fields described in Min. Education above): two years experience With a PH.D. (in the fields described in Min. Education above). With at least eight years of specialized experience, a degree is not required.
65	Quality Assurance Configuration Analyst I	Zero years of experience. Knowledge in QA areas as	Provides technical and administrative support for personnel performing software development tasks, including the review of work products for correctness, adherence to design concepts and to	A Bachelor's degree in Computer Science, Information	<ul style="list-style-type: none"> With at least four years of specialized experience, a

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		Configuration Management, verification and validation, software testing and integration, software metrics and software quality assessment.	user standards, review of program documentation to assure government standards/requirements are adhered to, configuration management for all hardware and software, and for progress in accordance with schedules. Coordinates with the Program Manager and/or Quality Assurance/Configuration Manager to ensure problem resolution and user satisfaction. Makes recommendations, if needed, for approval of systems installations. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, end user representatives.	Systems, Engineering, Business, or other related scientific or technical discipline.	degree is not required.
66	Security Analyst IV	Eight years of experience in information security technology and policy and procedure development.	Analyzes and defines complex information security, automated information security (AIS), and/or computer security requirements. Designs, develops, engineers, and implements security solutions. Gathers and organizes technical information about an organization’s mission, goals, and needs; existing security products; and ongoing programs. Develops, analyzes, and implements security architecture(s) as appropriate. Performs risk analysis and security audit services, develops analytical reports as required. May be required to perform in one or more of the following areas: AIS risk assessment methods and procedures; security of system software generation; security of computer hardware; operating system utility/support software; disaster recovery and contingency planning; telecommunications security; development of AIS security policies and procedures. Experience in one or more of the following areas is desired: digital signatures, encryption, public key and certification management, cross certification of public key	A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.	<ul style="list-style-type: none"> With a Master’s Degree (in the fields described in Min. Education above): six years experience With a PH.D. (in the fields described in Min. Education above): four years of experience With twelve years IT experience and 9 years of specialized experience, a degree is not required.

GSA Labor Category	GSA Labor Category Title	GSA Minimum/General Experience	GSA Functional Responsibility	GSA Minimum Education	Education and Experience Equivalency Policies
			systems, and X.500 directories. May provide daily supervision and direction to staff.		
67	Security Analyst III	Five years of experience in system engineering and/or design, design assurance or testing for INFOSEC products and system computer networking technology.	Analyzes and defines information security, automated information security (AIS), and/or computer security requirements. Designs, develops, engineers, and implements security solutions. Gathers and organizes technical information about an organization's mission, goals, and needs; existing security products; and ongoing programs. Develops, analyzes, and implements security architecture(s) as appropriate. Performs risk analysis and security audit services, develops analytical reports as required. May be required to perform in one or more of the following areas: AIS risk assessment methods and procedures; security of system software generation; security of computer hardware; operating system utility/support software; disaster recovery and contingency planning; telecommunications security; development of AIS security policies and procedures. May have experience in one or more of the following: digital signatures, encryption, public key and certification management, cross certification of public key systems, and X.500 directories. May be responsible for leading a team in performing these services.	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.	<ul style="list-style-type: none"> With a Master's Degree (in the fields described in Min. Education above): three years experience With a PH.D. (in the fields described in Min. Education above): one year of experience With nine years of specialized experience, a degree is not required.
68	Security Analyst II	Two years of experience in system engineering and/or design, design assurance or testing for INFOSEC products and system computer networking technology.	Analyzes and defines security requirements and designs, develops, engineers, and implements solutions. Performs risk analysis and security audit services, developing analytical reports as required. May be required to perform in one or more of the following areas: AIS risk assessment methods and procedures; security of system software generation; security of computer hardware; operating system utility/support	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.	<ul style="list-style-type: none"> With a Master's degree. (in the fields described in Minimum Education above). With at least six years of specialized

GSA Labor Category	GSA Labor Category Title	GSA Minimum/General Experience	GSA Functional Responsibility	GSA Minimum Education	Education and Experience Equivalency Policies
			software; disaster recovery and contingency planning; telecommunications security; development of AIS security policies and procedures.		experience, a degree is not required.
69	Security Analyst I	Zero years of experience. Knowledge in system engineering and/or design, design assurance or testing for INFOSEC products and system computer networking technology.	Assists more experienced analysts in analyzing and defining security requirements. Assists in performing risk analysis and security audit services and in developing analytical reports. May assist in performing in one or more of the following areas: AIS risk assessment methods and procedures; security of system software generation; security of computer hardware; operating system utility/support software; disaster recovery and contingency planning; telecommunications security; development of AIS security policies and procedures.	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.	<ul style="list-style-type: none"> With at least four years of specialized experience, a degree is not required.
70	Software/Web Developer V	Ten years of experience in Systems Engineering, Programming, or as a Web Developer.	Provides technical expertise in the development and application of methods, theories, and research techniques in the investigation and solution of software applications. Conducts detailed analyses of defined application specifications and designs complex programs. Plans, conducts, technically directs, and/or evaluates projects, possibly managing the efforts of other engineers or technical support staff in their performance. Prepares associated documentation, block diagrams, and logic flowcharts. Prepares sample test data, conducts program tests, and analyzes test results; recommends corrections for debugging program errors. Modifies existing programs as required by changing systems requirements or equipment configurations. Confers with systems personnel to clarify program intent, output requirements, and input data acquisition. Evaluates vendor capabilities to provide required products or	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.	<ul style="list-style-type: none"> A Master's degree (in the fields described in Minimum Education above): eight years of specialized experience. With a Ph.D. (in the fields described in Minimum Education above): six years of specialized experience.

GSA Labor Category	GSA Labor Category Title	GSA Minimum/General Experience	GSA Functional Responsibility	GSA Minimum Education	Education and Experience Equivalency Policies
			<p>services. Designs, develops, and analyzes software programs. Designs and develops web sites based on approved customer objectives. Proposes web site strategies and creates action plans and applications to carry out strategies and accomplish objectives. Customizes web-based interactive features, builds database gateways, and implements electronic commerce services. Collaborates with hardware design engineers on machine characteristics that affect software systems, and works with them to resolve incompatibilities. May provide daily supervision and directions to other Software/Web Developers, or high level consulting input.</p>		
71	Software/Web Developer IV	Seven years of experience in Systems Engineering, Programming, or as a Web Developer.	<p>Comprehensive knowledge in the development and application methods, theories, and research techniques in the investigation and solution of software applications. Conducts detailed analyses of defined application specifications and designs complex programs. Prepares associated documentation, block diagrams, and logic flowcharts. Prepares sample test data, conducts program tests, and analyzes test results; recommends corrections for debugging program errors. Modifies existing programs as required by changing systems requirements or equipment configurations. Confers with systems personnel to clarify program intent, output requirements, and input data acquisition. Evaluates vendor capabilities to provide required products or services. Designs, develops, and analyzes software programs. Designs and develops web sites based on approved customer objectives. Proposes web site strategies and creates action plans and applications to carry out strategies and accomplish objectives. Customizes web-based</p>	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.	<ul style="list-style-type: none"> With a Master's degree. (in the fields described in Minimum Education above): five years of specialized experience. With a Ph.D. (in the fields described in Minimum Education above): three years of specialized experience. With at least eleven years of specialized experience, a

GSA Labor Category	GSA Labor Category Title	GSA Minimum/General Experience	GSA Functional Responsibility	GSA Minimum Education	Education and Experience Equivalency Policies
			interactive features, builds database gateways, and implements electronic commerce services. Collaborates with hardware design engineers on machine characteristics that affect software systems, and works with them to resolve incompatibilities. May provide daily supervision and direction to support staff.		degree is not required.
72	Software/Web Developer III	Four years of experience in Systems Engineering, Programming, or as a Web Developer.	Prepares associated documentation, block diagrams, and logic flowcharts. Prepares sample test data, conducts program tests, and analyzes test results; recommends corrections for debugging program errors. Modifies existing programs as required by changing systems requirements or equipment configurations. Confers with systems personnel to clarify program intent, output requirements, and input data acquisition. Evaluates vendor capabilities to provide required products or services. Designs, develops, and analyzes software programs. Designs and develops web sites based on approved customer objectives. Proposes web site strategies and creates action plans and applications to carry out strategies and accomplish objectives. Customizes web-based interactive features, builds database gateways, and implements electronic commerce services. Collaborates with hardware design engineers on machine characteristics that affect software systems, and works with them to resolve incompatibilities. May provide direction to less experienced software engineers.	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.	<ul style="list-style-type: none"> With a Master's degree. (in the fields described in Minimum Education above): two years of specialized experience. With a Ph.D. (in the fields described in Minimum Education above). With at least eight years of specialized experience, a degree is not required.
73	Software/Web Developer II	Two years of experience in Systems Engineering, Programming, or as	Prepares associated documentation, block diagrams, and logic flowcharts. Prepares sample test data, conducts program tests, and analyzes test results; recommends corrections for debugging program errors. Modifies existing	A Bachelor's degree in Computer Science, Information Systems,	<ul style="list-style-type: none"> With at least six years of specialized experience, a degree is not

GSA Labor Category	GSA Labor Category Title	GSA Minimum/General Experience	GSA Functional Responsibility	GSA Minimum Education	Education and Experience Equivalency Policies
		a Web Developer.	programs as required by changing systems requirements or equipment configurations. Confers with systems personnel to clarify program intent, output requirements, and input data acquisition. Evaluates vendor capabilities to provide required products or services. Designs, develops, and analyzes software programs. Designs and develops web sites based on approved customer objectives. Proposes web site strategies and creates action plans and applications to carry out strategies and accomplish objectives. Customizes web-based interactive features, builds database gateways, and implements electronic commerce services. Collaborates with hardware design engineers on machine characteristics that affect software systems, and works with them to resolve incompatibilities.	Engineering, Business, or other related scientific or technical discipline.	required.
74	Software/Web Developer I	Zero years of experience. Knowledge in Systems Engineering, Programming, or as a Web Developer.	Under general supervision prepares associated documentation, block diagrams, and logic flowcharts. Prepares sample test data, conducts program tests, and analyzes test results; recommends corrections for debugging program errors. Modifies existing programs as required by changing systems requirements or equipment configurations. Confers with systems personnel to clarify program intent, output requirements, and input data acquisition. Evaluates vendor capabilities to provide required products or services. Designs, develops, and analyzes software programs. Designs and develops web sites based on approved customer objectives. Proposes web site strategies and creates action plans and applications to carry out strategies and accomplish objectives. Customizes web-based interactive features, builds database gateways,	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.	<ul style="list-style-type: none"> • With at least four years of specialized experience, a degree is not required.

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			and implements electronic commerce services. Collaborates with hardware design engineers on machine characteristics that affect software systems, and works with them to resolve incompatibilities. Assignments are generally of limited scope and reviewed by more experienced programmers/developers.		
75	Subject Matter Expert IV	Eight years of experience in determining information technology effects on the organizational structure and determining the ability that IT can support/meet organizational goals.	Confers with client executive management using line of business expertise to define the client's strategic information technology business goals, and advises in the reengineering of business processes to meet these goals. Analyzes client requirements and recommends development or acquisition strategies. Assists client in developing strategic plans and concepts. Advises client on the impact of new legislation or new technologies that are relevant to their agency. Demonstrates exceptional oral and written communication skills. Recognized in the professional community as an "expert" in the technical/specialty area being addressed.	A Master's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.	<ul style="list-style-type: none"> With a Ph.D. (in the fields described in Minimum Education above): six years of specialized experience. With a Bachelor's degree. (in the fields described in Minimum Education above): ten years of specialized experience, a Master's degree is not required.
76	Subject Matter Expert III	Six years of experience in determining information technology effects on the organizational structure and determining the ability that IT can support/meet	Confers with client management to define the client's strategic information technology business goals, and advises in the reengineering of business processes to meet these goals. Analyzes client requirements and recommends development or acquisition strategies. Assists clients in developing strategic plans and concepts. Advises client on the impact of new legislation or new technologies that are relevant to their agency. Demonstrates exceptional oral	A Master's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.	<ul style="list-style-type: none"> With a Ph.D. (in the fields described in Minimum Education above): four years of specialized experience. With a

GSA Labor Category	GSA Labor Category Title	GSA Minimum/General Experience	GSA Functional Responsibility	GSA Minimum Education	Education and Experience Equivalency Policies
		organizational goals.	and written communication skills. Recognized in the professional community as an "expert" in the technical/specialty area being addressed.		Bachelor's degree. (in the fields described in Minimum Education above): at least ten years of specialized experience, a Master's degree is not required.
77	Subject Matter Expert II	Six years of experience in determining information technology effects on the organizational structure and determining the ability that IT can support/meet organizational goals.	Confers with client management to understand or develop the client's strategic information technology business goals, and assists in formulation of an appropriate information technology strategy. Analyzes client requirements and recommends development or acquisition strategies. Assists clients in developing strategic plans and concepts. Demonstrates exceptional oral and written communication skills. Recognized in the professional community as an "expert" in the technical/specialty area being addressed.	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline.	<ul style="list-style-type: none"> With a Master's Degree (in the fields described in Min. Education above): four years experience With a PH.D. (in the fields described in Min. Education above): three years of experience With at least ten years of specialized training, a degree is not required.
78	Subject Matter Expert I	Four years of specialized experience in determining information technology effects on	Confers with client management to understand the client's strategic information technology business goals and information technology strategy. Analyzes client requirements and recommends development or acquisition strategies. Assists in developing strategic plans	A Bachelor's degree in Computer Science, Information Systems, Engineering,	<ul style="list-style-type: none"> With a Master's Degree (in the fields described in Min. Education above): two years experience

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		the organizational structure and determining the ability that IT can support/meet organizational goals.	and concepts. Demonstrates exceptional oral and written communication skills. Possesses requisite knowledge and expertise so recognized in the professional community that the individual is considered "expert" in the technical/specialty area being addressed.	Business or other related scientific or technical discipline.	With a PH.D. (in the fields described in Min. Education above). With at least 8 years of specialized experience, a degree is not required.
79	System Design Engineer IV	Eight years of experience in Systems Engineering, Functional Analysis, or Information Engineering.	Provide technical expertise in the development and application of methods, theories, and research techniques in the investigation and solution of system design requirements and problems requiring the application of expert knowledge. Analyzes and evaluates user requirements by coordinating with the user to define the problem, data availability, report requirements, and system design problems. Defines system objectives and prepares system design specifications. Analyzes alternative means of deriving input data to select the most accurate, feasible, and economical methods. Performs process and data modeling using both manual and Computer Aided System Engineering (CASE) tools. Applies reverse engineering and reengineering disciplines to develop migration, strategic, and planning documents. Defines input and output file specifications including file organization. Defines controls, conversion procedures, and system implementation plans. Plans, conducts, and technically directs projects or major phases of significant projects. Reviews completion and implementation of systems additions and/or enhancements, and	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline.	<ul style="list-style-type: none"> With a Master's Degree (in the fields described in Min. Education above): six years IT experience With a PH.D. (in the fields described in Min. Education above): four years of IT experience With twelve years of specialized experience, a degree is not required.

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			recommends corrections in technical application and analysis to management. Evaluates vendor capabilities to provide required products or services. May provide daily supervision and directions to other Software/Web Developers, or high level consulting input.		
80	System Design Engineer III	Five years of experience in Systems Engineering, Functional Analysis, or Information Engineering.	Comprehensive knowledge in the application of methods, theories, and research techniques in the investigation and solution of system design requirements and problems requiring the application of expert knowledge. Analyzes and evaluates user requirements by coordinating with the user to define the problem, data availability, report requirements, and system design problems. Defines system objectives and prepares system design specifications. Analyzes alternative means of deriving input data to select the most accurate, feasible, and economical methods. Performs process and data modeling using both manual and Computer Aided System Engineering (CASE) tools. Applies reverse engineering and reengineering disciplines to develop migration, strategic, and planning documents. Defines input and output file specifications including file organization. Defines controls, conversion procedures, and system implementation plans. May function as Team Leader for less experienced Information/Systems Engineer/Functional Analysts.	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline.	<ul style="list-style-type: none"> • With a Master's degree. (in the fields described in Minimum Education above); three years of specialized experience. • With at least nine years of specialized experience, a degree is not required.
81	System Design Engineer II	Three years of experience in Systems Engineering, Functional Analysis, or Information Engineering.	Works with more experienced Information/Systems Engineer/Functional Analysts in applying methods, theories, and research techniques in the investigation and solution of system design requirements and problems requiring the application of expert knowledge. Analyzes and evaluates user	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business or other	<ul style="list-style-type: none"> • With a Master's degree. (in the fields described in Minimum Education above); and one year of

GSA Labor Category	GSA Labor Category Title	GSA Minimum/General Experience	GSA Functional Responsibility	GSA Minimum Education	Education and Experience Equivalency Policies
			<p>requirements by coordinating with the user to define the problem, data availability, report requirements, and system design problems. Defines system objectives and prepares system design specifications. Analyzes alternative means of deriving input data to select the most accurate, feasible, and economical methods. Performs process and data modeling using both manual and Computer Aided System Engineering (CASE) tools. Applies reverse engineering and reengineering disciplines to develop migration, strategic, and planning documents. Defines input and output file specifications including file organization. Defines controls, conversion procedures, and system implementation plans. May provide task direction to less experienced Information/Systems Engineer/Functional Analyst.</p>	<p>related scientific or technical discipline.</p>	<p>specialized experience. With seven years of specialized experience, a degree is not required.</p>
82	System Design Engineer I	<p>Zero years of experience. Knowledge in Systems Engineering, Functional Analysis, or Information Engineering.</p>	<p>Assists more experienced Information/Systems Engineer/Functional Analyst in applying methods, theories, and research techniques in the investigation and solution of system design requirements and problems requiring the application of expert knowledge. Analyzes and evaluates user requirements by coordinating with the user to define the problem, data availability, report requirements, and system design problems. Defines system objectives and prepares system design specifications. Analyzes alternative means of deriving input data to select the most accurate, feasible, and economical methods. Performs process and data modeling using both manual and Computer Aided System Engineering (CASE) tools. Applies reverse engineering and reengineering disciplines to develop migration, strategic, and planning documents. Defines input and output file</p>	<p>A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.</p>	<ul style="list-style-type: none"> • With at least four years of specialized experience, a degree is not required.

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			specifications including file organization. Defines controls, conversion procedures, and system implementation plans. Assignments are generally of limited scope and reviewed by more experienced engineers.		
83	Systems Administrator III	Four years of experience in computer systems administration.	Manages the operation of business systems that may be mainframe-, mini-, or client/server-based. Troubleshoots computer-related problems and, as necessary, contacts appropriate service representatives to resolve systems problems. Installs hardware and software, as needed. Performs backups, database administration, and file recovery. Optimizes system operation and resource utilization and performs system-capacity analysis and planning. Provides assistance to users in accessing and using business systems. May provide direction to lower-level systems administrators.	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline.	<ul style="list-style-type: none"> With a Master's Degree (in the fields described in Minimum Education): two years of specialized experience. With nine years general experience of which four years is specialized, a degree is not required.
84	Systems Administrator II	Two years of experience in computer systems administration.	Administers the operation of business systems that may be mainframe-, mini-, or client/server-based. Troubleshoots computer-related problems and, as necessary, contacts appropriate service representatives to resolve systems problems. Installs hardware and software, as needed. Performs backups, database administration, and file recovery. Provides assistance to users in accessing and using business systems. May provide assistance to lower-level systems administrators.	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline.	<ul style="list-style-type: none"> With a Master's Degree (in the fields described in Minimum Education): With seven years general experience of which three years is specialized, a degree is not required.
85	Systems Administrator	Zero years of experience.	Administers the operation of business systems that may be mainframe-, mini-, or client/server-	A Bachelor's degree in	<ul style="list-style-type: none"> With four years general

GSA Labor Category	GSA Labor Category Title	GSA Minimum/General Experience	GSA Functional Responsibility	GSA Minimum Education	Education and Experience Equivalency Policies
	I	Knowledge in computer systems administration.	based Troubleshoots computer-related problems and, as necessary, contacts appropriate service representatives to resolve systems problems. Installs hardware and software, as needed. Performs backups, database administration, and file recovery. Provides assistance to users in accessing and using business systems. Routes complex problems to more experienced technical specialists.	Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline.	experience of which two years is specialized in computer systems administration, a degree is not required.
86	Systems Architect IV	Eight years of experience as a Systems/Software Analyst or Systems Architect.	Establishes information requirements, using analytical methods, for enterprise-wide or large-scale information systems. Designs architectures that include software, hardware, and communications solutions to support the total requirements, as well as provide for present and future cross-functional requirements and interfaces. Ensures architectures are in compliance with open systems standards as they apply to the client's environment. Evaluates compatibility of information system development efforts with agency architectures and recommends adjustments, as appropriate. Evaluates analytically and systematically problems of workflow, organization, and planning and develops appropriate corrective action. May provide consulting support on complex tasks and daily supervision and direction to staff. (May include technical knowledge of workflow processes, document management systems, document imaging software, network requirements, and imaging hardware.)	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline.	<ul style="list-style-type: none"> With a Master's Degree (in the fields described in Min. Education above): six years IT experience With a PH.D. (in the fields described in Min. Education above): four years of IT experience With at least twelve years of specialized experience, a degree is not required.
87	Systems Architect III	Five years of experience as a Systems/Software Analyst or Systems Architect.	Designs architectures that include software, hardware, and communications solutions to support the total requirements, as well as provide for present and future cross-functional requirements and interfaces. Ensures	A Bachelor's degree in Computer Science, Information Systems,	<ul style="list-style-type: none"> With a Master's degree. (in the fields described in Minimum Education

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			architectures are in compliance with open systems standards as they apply to the client's environment. Evaluates compatibility of information system development efforts with agency architectures and recommends adjustments, as appropriate. Evaluates problems of workflow, organization, and planning and develops appropriate corrective action. May function as team lead on specific project. (May include technical knowledge of workflow processes, document management systems, document imaging software, network requirements, and imaging hardware.)	Engineering, Business or other related scientific or technical discipline.	above): three years of specialized experience. With at least nine years of specialized experience, a degree is not required.
88	Systems Architect II	Three years of experience as a Systems/Software Analyst or Systems Architect.	Designs architectures that include software, hardware, and communications solutions to support the total requirements, as well as provide for present and future cross-functional requirements and interfaces. Ensures architectures are in compliance with open systems standards as they apply to the client's environment. Evaluates compatibility of information system development efforts with agency architectures and recommends adjustments, as appropriate. Evaluates problems of workflow, organization, and planning and develops appropriate corrective action. (May include technical knowledge of workflow processes, document management systems, document imaging software, network requirements, and imaging hardware.)	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline.	<ul style="list-style-type: none"> • With a Master's degree. (in the fields described in Minimum Education above): one year of specialized experience. • With at least seven years of specialized experience, a degree is not required.
89	Systems Architect I	One year of experience as a Systems/Software Analyst or Systems Architect.	Assists more experienced systems architects in designing architectures that include software, hardware, and communications solutions to support the total requirements, as well as provide for present and future cross functional requirements and interfaces. Assists in evaluating	A Bachelor's degree in Computer Science, Information Systems, Engineering,	<ul style="list-style-type: none"> • With at least five years of specialized experience, a degree is not required.

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			problems of workflow, organization, and planning and develops appropriate corrective action.	Business or other related scientific or technical discipline.	
90	Technical Specialist IV	Eight years experience. Requires expert knowledge of employers (or clients) computer equipment, software, and application processes.	Provides highest-level support to users. Applies expertise and knowledge of state-of-the-art software, hardware, network infrastructure, and/or information technology to install, configure, maintain, and troubleshoot highly complex user/system problems. May possess knowledge of document imaging, document management, and workflow COTS systems (e.g., Infolmage, Paragon). May provide guidance to lower level technical specialists.	Associate's degree.	<ul style="list-style-type: none"> Three years of specialized experience may be substituted for a degree.
91	Technical Specialist III	Five years of experience. Requires extensive knowledge of employers (or clients) computer equipment, software, and application processes.	Provides high-level support to users. Applies expertise and knowledge of state-of-the-art software, hardware, network infrastructure, and/or information technology to troubleshoot complex user/system problems. May possess knowledge of document imaging, document management, and workflow COTS systems (e.g., Infolmage, Paragon). May provide guidance to lower level technical specialists.	Associate's degree.	<ul style="list-style-type: none"> Two years of specialized experience may be substituted for a degree.
92	Technical Specialist II	Two years of experience. Requires extensive knowledge of employers (or clients) computer equipment, software, and application processes.	Provides support to users on issues of moderate complexity. Applies knowledge of state-of-the-art software, hardware, network infrastructure, and information technology to troubleshoot user/system problems. Provide installation services and define facilities requirements. Route highly complex problems to more experienced technical specialists. May possess knowledge of structured cabling systems, document imaging, document management, and workflow COTS systems (e.g., Infolmage, Paragon).	Associate's degree.	<ul style="list-style-type: none"> Two years of specialized experience may be substituted for a degree.
93	Technical Specialist I	Zero years of experience. Requires	Provides first-level, intermediate, support to users. Applies software, hardware, and/or	Associate's degree.	<ul style="list-style-type: none"> Two years of specialized

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		knowledge of the employers (or clients) computer equipment and software.	information technology to troubleshoot user or system problems. Routes complex problems to more experienced technical specialists. May provide installation support to include cable/network infrastructure. May possess knowledge of document imaging, document management, and workflow COTS systems (e.g., Infolmage, Paragon).		experience may be substituted for a degree.
94	Technical Writer/Editor	Five years of experience in editing documents.	Researches, writes, and edits materials for related reports, manuals, briefs, proposals, instructional material, catalogs, technical publications, and/or software and hardware documentation. Obtains technical data from independent observation, review with technical staff members, and/or studies of published materials and existing documentation. Interfaces with users, specialists, analysts, programmers, etc., to obtain background information of technologies, methods, and standards. Revises text and recommends changes in scope, format, and content to ensure conformance with established standards. May edit, standardize, or make changes to material prepared by other writers. Performs final quality assurance on all materials.	A Bachelor's degree in English, Literature, or other related discipline.	<ul style="list-style-type: none"> With a Master's Degree (in the fields described in Minimum Education): one year of specialized experience. With at least nine years is specialized, a degree in to required.
95	Trainer II	Five years of experience in the delivery of training instruction and services.	Serves as lead instructor in delivering training and/or development programs where the subject matter or process is highly complex in nature. Formulates and provides overall direction for the training/development activities within the task. Works with functional analysts (subject matter experts), vendors, and clients to ensure that scope and depth of training/development activities are current and appropriate to client's requirements. Develops criteria for evaluating the effectiveness of the activities. Updates course	A Bachelor's degree from an accredited college or university in education, training or related field of study.	<ul style="list-style-type: none"> With a Master's Degree (in the fields described in Min. Education above): three years experience With a PH.D. (in the fields described in Min. Education above): one year

GSA Labor Category	GSA Labor Category Title	GSA Minimum/General Experience	GSA Functional Responsibility	GSA Minimum Education	Education and Experience Equivalency Policies
			<p>curricula and documentation on a continuous basis to ensure timeliness, relevance, and contractual compliance. Conducts formal classroom courses, workshops, seminars, and computer-based training. Formulates and provides overall direction for the training/development activities within a program. May provide daily supervision and direction to training staff. May provide consulting support on complex tasks.</p>		<p>of experience With at least nine years of specialized experience, a degree is not required.</p>
96	Trainer I	<p>Zero years of experience. Knowledge in the delivery of training instruction and services.</p>	<p>Serves as lead instructor in delivering training/development programs where the subject matter or process is complex in nature. Conducts research necessary to develop, revise, or select training/ development courses. Prepares training catalogs. Develops instructor materials, such as course outlines, background material, and training/development aids. Develops student materials, such as course manuals, workbooks, handouts, completion certificates, and course critique forms. Conducts formal classroom courses, workshops, seminars, and computer-based training. May formulate and provide overall direction for training/development activities within a program. Coordinates for additional functional analysts (subject matter experts) to participate in training/ development as needed. May function as team leader for less experienced trainers.</p>	<p>A Bachelor's degree from an accredited college or university in education, training or related field of study.</p>	<ul style="list-style-type: none"> • With at least four years, a degree is not required.
97	Computer Operations III	<p>Seven years of experience in data center support or back office support.</p>	<p>Monitor, control, and operate computer equipment and peripherals. Establish plans and schedules for data processing activities, strive for optimum use of computing capacity, and ensure maintenance and back-up processes. May operate as Shift Supervisor and/or provide training to less experienced personnel in Computer Operations.</p>	<p>High School Diploma with appropriate Certification.</p>	

GSA Labor Category	GSA Labor Category Title	GSA Minimum/General Experience	GSA Functional Responsibility	GSA Minimum Education	Education and Experience Equivalency Policies
98	Computer Operations II	Three years of experience data center support or back office support.	Monitor, control, and operate computer equipment and peripherals. Establish plans and schedules for data processing activities, strive for optimum use of computing capacity, and ensure maintenance and back-up processes. May provide task direction and guidance to less experienced team members.	High School Diploma with appropriate Certification.	
99	Computer Operations I	Zero years of experience. Knowledge of data center support or back office support.	Monitor, control, and operate computer equipment and peripherals. Establish plans and schedules for data processing activities, strive for optimum use of computing capacity, and ensure maintenance and back-up processes. Works under the general supervision of more experienced personnel.	High School Diploma with appropriate Certification.	
100	Security Administrator III	Seven years of experience in the day to day security administration to a program/project. Involves either security procedures and policies definitions/administration or functional/technical administration. May also perform the security clearance process.	<p>Manages, coordinates and monitors sensitive aspects of the DoD, DoE, or other industrial security program and other security activities, ensuring compliance with government and company security policies and procedures. Develops and implements security procedures in coordination with government agencies and management personnel. Monitors and conducts security briefings and security education programs. Investigates or oversees the investigation of losses and security violations, and recommends corrective actions. Maintains liaison with outside agencies and informs management of security activities. Develops and coordinates security policy and procedures manual revisions.</p> <p>May perform day to day systems security administration tasks such as Firewall administration, Configuration, Installation, Deployments, Monitoring, Tuning, Operations, Management, and/or Intrusion detection. May provide direction to lower-level systems</p>	A Bachelor's degree in Mathematics, Computer Science, Information Systems, Engineering, Business, or other related discipline.	<ul style="list-style-type: none"> With a Master's degree. (in the fields described in Minimum Education above): five years of specialized experience. With at least eleven years of specialized experience, a degree is not required

GSA Labor Category	GSA Labor Category Title	GSA Minimum/General Experience	GSA Functional Responsibility	GSA Minimum Education	Education and Experience Equivalency Policies
101	Security Administrator II	Three years experience in the day to day security administration to a program/project. Involves either security procedures and policies definitions/administration or functional/technical administration. May also perform the security clearance process.	<p>administrators.</p> <p>Coordinates and monitors sensitive aspects of the DoD, DoE, or other industrial security program and other security activities, ensuring compliance with government and company security policies and procedures. Develops and implements security procedures in coordination with government agencies and management personnel. Monitors and conducts security briefings and security education programs. Investigates or oversees the investigation of losses and security violations, and recommends corrective actions. Maintains liaison with outside agencies and informs management of security activities. Develops and coordinates security policy and procedures manual revisions.</p> <p>May perform day to day systems security administration tasks such as Firewall administration, Configuration, Installation, Deployments, Monitoring, Tuning, Operations, Management, and/or Intrusion detection. May provide direction to lower-level security administrators.</p>	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.	<ul style="list-style-type: none"> With a Master's degree. (in the fields described in Minimum Education above): one year of specialized experience. With at least seven years of specialized experience, a degree is not required.
102	Security Administrator I	Zero years of experience. Knowledge of the day to day security administration to a program/project. Involves either security procedures and policies definitions/administration or functional/technical	Coordinates and monitors sensitive aspects of the DoD, DoE, or other industrial security program and other security activities, ensuring compliance with government and company security policies and procedures. Develops and implements security procedures in coordination with government agencies and management personnel. Monitors and conducts security briefings and security education programs. Investigates or oversees the investigation of losses and security violations, and recommends corrective actions. Maintains liaison with outside	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.	<ul style="list-style-type: none"> With at least four years of specialized experience, a degree is not required.

GSA Labor Category	GSA Labor Category Title	GSA Minimum/General Experience	GSA Functional Responsibility	GSA Minimum Education	Education and Experience Equivalency Policies
		administration. May also perform the security clearance process.	<p>agencies and informs management of security activities. Develops and coordinates security policy and procedures manual revisions.</p> <p>May perform day to day systems security administration tasks such as Firewall administration, Configuration, Installation, Deployments, Monitoring, Tuning, Operations, Management, and/or Intrusion detection. Routes complex problems to more experienced technical specialists.</p>		
103	Storage/SAN Engineer III	Seven years of experience in SAN and storage technology design, installation, and support experience in recent marketable storage technologies.	Comprehensive knowledge in the design, evaluation, implementation and maintenance of Storage Area networks (SANs) and storage systems across all customer platforms. Selects the products to be used, designs the solution, completes design and build documentation, installs, configures and tests the solution. Supports the acquisition of hardware, software and subcontractor services. Troubleshoots and resolves operational problems. May provide daily supervision and directions to other Storage/SAN Engineers, or high level consulting input.	A Bachelor's degree in Mathematics, Computer Science, Information Systems, Engineering, Business, or other related discipline. Recommended Certification criteria.	<ul style="list-style-type: none"> With a Master's degree. (in the fields described in Minimum Education above): five years of specialized experience. With at least eleven years of specialized experience, a degree is not required
104	Storage/SAN Engineer II	Three years of experience in SAN and storage technology design, installation, and support experience in recent marketable storage technologies.	Assists more experienced Storage/SAN Engineers in the designs, evaluation, implementation and maintenance of Storage Area networks (SANs) and storage systems across all customer platforms. Selects the products to be used, designs the solution, completes design and build documentation, installs, configures and tests the solution. Supports the acquisition of hardware, software and subcontractor services. Troubleshoots and resolves operational	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. Recommended	<ul style="list-style-type: none"> With a Master's degree. (in the fields described in Minimum Education above): one year of specialized experience. With at least seven years of

GSA Labor Category	GSA Labor Category Title	GSA Minimum/General Experience	GSA Functional Responsibility	GSA Minimum Education	Education and Experience Equivalency Policies
			problems.	Certification criteria.	specialized experience, a degree is not required.
105	Storage/SAN Engineer I	Zero years of experience. Knowledge of SAN and storage technology design, installation, and support experience in recent marketable storage technologies.	Designs, evaluates, implements and maintains Storage Area networks (SANs) and storage systems across all customer platforms. Selects the products to be used, designs the solution, completes design and build documentation, installs, configures and tests the solution. Supports the acquisition of hardware, software and subcontractor services. Assignments are generally of limited scope and reviewed by more experienced engineers.	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline OR equivalent experience and training. Recommended Certification criteria.	<ul style="list-style-type: none"> With at least four years of specialized experience, a degree is not required.
106	Subject Matter Specialist III	Seven years of specialized technical knowledge related to the subject or Client environment. Possesses specific knowledge in emerging or current technology.	Using line of business, functional area, or specialized technology expertise, analyzes, plans and establishes requirements; performs functional modeling; and assists with developing procedures and functional architectures. Applies knowledge of state-of-the-art technology to process studies and analysis projects. Analyzes client requirements and assists with developing recommendations for development, systems improvements, operational optimizations or acquisition strategies. Assists client in developing strategic plans and concepts relative to the particular area of expertise. Demonstrates good oral and written communication skills. Provides direction and specific support the Project or Program team.	Associate's degree in a related technical field along with appropriate certification.	<ul style="list-style-type: none"> Two years of specialized experience may be substituted for a degree.
107	Subject	Three years of	Using line of business, functional area, or	Associate's degree	<ul style="list-style-type: none"> Two years of

GSA Labor Category	GSA Labor Category Title	GSA Minimum/General Experience	GSA Functional Responsibility	GSA Minimum Education	Education and Experience Equivalency Policies
	Matter Specialist II	specialized technical knowledge related to the subject or Client environment. Possesses specific knowledge in emerging or current technology.	specialized technology expertise, analyzes, plans and establishes requirements; performs functional modeling; and assists with developing procedures and functional architectures. Applies knowledge of state-of-the-art technology to process studies and analysis projects. Analyzes client requirements and assists with developing recommendations for development, systems improvements, operational optimizations or acquisition strategies. Assists client in developing strategic plans and concepts relative to the particular area of expertise. Demonstrates good oral and written communication skills.	in a related technical field along with appropriate certification.	specialized experience may be substituted for a degree.
108	Subject Matter Specialist I	Zero years of experience. Specialized technical knowledge related to the subject or Client environment. Possesses specific knowledge in emerging or current technology.	Using line of business, functional area, or specialized technology expertise, analyzes, plans and establishes requirements; performs functional modeling; and assists with developing procedures and functional architectures. Applies knowledge of state-of-the-art technology to process studies and analysis projects. Analyzes client requirements and assists with developing recommendations for development, systems improvements, operational optimizations or acquisition strategies. Assists client in developing strategic plans and concepts relative to the particular area of expertise. Demonstrates good oral and written communication skills.	Associate's degree in a related technical field along with appropriate certification.	<ul style="list-style-type: none"> Two years of specialized experience may be substituted for a degree.
109	Service Delivery Manager III	Seven years of experience in managing delivery of maintenance and O&M type activities. Typically manages team of technical resources.	Definition of service level agreements (SLA's) in relation to contracted services, ensuring the SLA's are achieved; service quality and client expectations are met. Effectively monitor, control and support service delivery, ensuring systems, methodologies and procedures are followed.	A Bachelor's degree in Mathematics, Computer Science, Information Systems, Engineering, Business, or other related discipline.	<ul style="list-style-type: none"> With a Master's degree. (in the fields described in Minimum Education above): five years of specialized experience.

GSA Labor Category	GSA Labor Category Title	GSA Minimum/General Experience	GSA Functional Responsibility	GSA Minimum Education	Education and Experience Equivalency Policies
					With at least eleven years of specialized experience, a degree is not required.
110	Service Delivery Manager II	Three years of experience in managing delivery of maintenance and O&M type activities. Typically manages team of technical resources.	Definition of service level agreements (SLA's) in relation to contracted services, ensuring the SLA's are achieved; service quality and client expectations are met. Effectively monitor, control and support service delivery, ensuring systems, methodologies and procedures are followed.	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.	<ul style="list-style-type: none"> With a Master's degree. (in the fields described in Minimum Education above); one year of specialized experience. With at least seven years of specialized experience, a degree is not required.
111	Service Delivery Manager I	Zero years of experience. Knowledge in managing delivery of maintenance and O&M type activities. Typically manages team of technical resources.	Definition of service level agreements (SLA's) in relation to contracted services, ensuring the SLA's are achieved; service quality and client expectations are met. Effectively monitor, control and support service delivery, ensuring systems, methodologies and procedures are followed.	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.	<ul style="list-style-type: none"> With at least four years of specialized experience, a degree is not required.
112	Logistics/Asset Management Analyst III	Seven years of experience in Customer Service; Asset management operations.	Analyzes order and fulfillment processes of facilities, systems, and services to determine operational efficiency and performance. Analyze asset management systems and processes to determine and improve operations and performance. Design and recommend business process changes and technical improvement to	Associate's degree in a related technical field or appropriate certification.	<ul style="list-style-type: none"> Two years of specialized experience may be substituted for a degree.

GSA Labor Category	GSA Labor Category Title	GSA Minimum/General Experience	GSA Functional Responsibility	GSA Minimum Education	Education and Experience Equivalency Policies
			<p>enhance system and service cost effectiveness, reliability, and quality. Develop and maintain records, reports, and systems necessary to track system and service processes including reports regarding Quality of Service and compliance to Service Level agreements. Measure asset utilization and evaluate opportunity costs by comparing maintenance and lifecycle costs against acquisition costs. Perform capacity management and traffic analysis and make recommendations for changes based on accumulated data. Evaluate new technologies and their applicability to the improving system or services capabilities and make recommendations regarding implementation of selected technologies. Develop financial analyses and business case reports to support implementation and support plans. Provide integrated logistics and asset management support and interface with contract specialists, as applicable. Perform logistics planning and execution and develop and update logistics support planning documents, including the integrated logistics support plan, Identify areas for cost reduction and implement strategies for cost reduction and containment. May provide daily supervision and direction to support staff.</p>		
113	Logistics/Asset Management Analyst II	Three years experience in Customer Service; Asset management operations.	Analyzes order and fulfillment processes of facilities, systems, and services to determine operational efficiency and performance. Analyze asset management systems and processes to determine and improve operations and performance. Design and recommend business process changes and technical improvement to enhance system and service cost effectiveness, reliability, and quality. Develop and maintain	Associate's degree in a related technical field or appropriate certification.	<ul style="list-style-type: none"> Two years of specialized experience may be substituted for a degree.

GSA Labor Category	GSA Labor Category Title	GSA Minimum/General Experience	GSA Functional Responsibility	GSA Minimum Education	Education and Experience Equivalency Policies
			<p>records, reports, and systems necessary to track system and service processes including reports regarding Quality of Service and compliance to Service Level agreements. Measure asset utilization and evaluate opportunity costs by comparing maintenance and lifecycle costs against acquisition costs. Perform capacity management and traffic analysis and make recommendations for changes based on accumulated data. Evaluate new technologies and their applicability to the improving system or services capabilities and make recommendations regarding implementation of selected technologies. Develop financial analyses and business case reports to support implementation and support plans. Provide integrated logistics and asset management support and interface with contract specialists, as applicable. Perform logistics planning and execution and develop and update logistics support planning documents, including the integrated logistics support plan, Identify areas for cost reduction and implement strategies for cost reduction and containment. May provide task direction and guidance to less experienced team members.</p>		
114	Logistics/Asset Management Analyst I	Zero years of experience. Knowledge of Customer Service; Asset management operations.	Analyzes order and fulfillment processes of facilities, systems, and services to determine operational efficiency and performance. Analyze asset management systems and processes to determine and improve operations and performance. Design and recommend business process changes and technical improvement to enhance system and service cost effectiveness, reliability, and quality. Develop and maintain records, reports, and systems necessary to track system and service processes including reports	Associate’s degree in a related technical field or appropriate certification.	<ul style="list-style-type: none"> Two years of specialized experience may be substituted for a degree.

GSA Labor Category	GSA Labor Category Title	GSA Minimum/General Experience	GSA Functional Responsibility	GSA Minimum Education	Education and Experience Equivalency Policies
			<p>regarding Quality of Service and compliance to Service Level agreements. Measure asset utilization and evaluate opportunity costs by comparing maintenance and lifecycle costs against acquisition costs. Perform capacity management and traffic analysis and make recommendations for changes based on accumulated data. Evaluate new technologies and their applicability to the improving system or services capabilities and make recommendations regarding implementation of selected technologies. Develop financial analyses and business case reports to support implementation and support plans. Provide integrated logistics and asset management support and interface with contract specialists, as applicable. Perform logistics planning and execution and develop and update logistics support planning documents, including the integrated logistics support plan, Identify areas for cost reduction and implement strategies for cost reduction and containment. Works under the general supervision of more experienced Logistics/Asset management Analyst.</p>		
115	Configuration/ Data Management III	Seven years of experience in Configuration and Data management using current industry methods.	Supports configuration management planning. Describes provisions for configuration identification, change control, configuration status accounting and configuration audits. Supports configuration planning. Identifies and maintains the original configuration of requirements documentation, design documentation, and related documentation. Responsible for configuration change control. Supports the change process so that only approved and validated changes are incorporated into product documents and related software. Responsible for	A Bachelor's degree in Mathematics, Computer Science, Information Systems, Engineering, Business, or other related discipline. Recommended Certification criteria.	<ul style="list-style-type: none"> With a Master's degree. (in the fields described in Minimum Education above): five years of specialized experience. With at least eleven years of specialized

GSA Labor Category	GSA Labor Category Title	GSA Minimum/General Experience	GSA Functional Responsibility	GSA Minimum Education	Education and Experience Equivalency Policies
			configuration status accounting. Tracks all problems and changes in product documents and reports changes and current configuration. Responsible for configuration audits. Supports audits to verify that requirements of all baselines have been met. Supports the quality assurance process audits. May provide daily supervision and direction to support staff.		experience, a degree is not required
116	Configuration/ Data Management II	Three years of experience in Configuration and Data management using current industry methods.	Supports configuration management planning. Describes provisions for configuration identification, change control, configuration status accounting and configuration audits. Supports configuration planning. Identifies and maintains the original configuration of requirements documentation, design documentation, and related documentation. Responsible for configuration change control. Supports the change process so that only approved and validated changes are incorporated into product documents and related software. Responsible for configuration status accounting. Tracks all problems and changes in product documents and reports changes and current configuration. Responsible for configuration audits. Supports audits to verify that requirements of all baselines have been met. Supports the quality assurance process audits. May provide task direction and guidance to less experienced team members.	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. Recommended Certification criteria.	<ul style="list-style-type: none"> • With a Master's degree. (in the fields described in Minimum Education above): one year of specialized experience. • With at least seven years of specialized experience, a degree is not required.
117	Configuration/ Data Management I	Zero years of experience. Knowledge in Configuration and Data management using current industry methods.	Supports configuration management planning. Describes provisions for configuration identification, change control, configuration status accounting and configuration audits. Supports configuration planning. Identifies and maintains the original configuration of requirements documentation, design documentation, and related documentation. Responsible for	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or	<ul style="list-style-type: none"> • With at least four years of specialized experience, a degree is not required.

GSA Labor Category	GSA Labor Category Title	GSA Minimum/General Experience	GSA Functional Responsibility	GSA Minimum Education	Education and Experience Equivalency Policies
			configuration change control. Supports the change process so that only approved and validated changes are incorporated into product documents and related software. Responsible for configuration status accounting. Tracks all problems and changes in product documents and reports changes and current configuration. Responsible for configuration audits. Supports audits to verify that requirements of all baselines have been met. Supports the quality assurance process audits. Works under the general supervision of more experienced Logistics/Asset management Analyst.	technical discipline. Recommended Certification criteria.	

TERMS AND CONDITIONS APPLICABLE TO HEALTH INFORMATION TECHNOLOGY SERVICES (SPECIAL ITEM NUMBER 54151HEAL)

****** NOTE: This SIN is limited to professional Health IT Services only. Any non-professional labor categories shall be offered under SIN ANCILLARY only. All non-professional labor categories must be incidental to, used solely to support Health IT services, and cannot be purchased separately. Software and hardware products are out of scope.**

******NOTE: Labor categories under SIN 54151S – Information Technology Professional Services may remain under SIN 54151S unless the labor categories are specific to the Health IT SIN.**

Vendor suitability for offering services through the Health IT SIN must be in accordance with the following laws and standards when applicable to the specific task orders, including but not limited to:

- Health Information Technology for Economic and Clinical Health Act of 2009 (HITECH)
- The Health Insurance Portability and Accountability Act of 1996 (HIPAA)
- National Institute of Standards and Technology (NIST) Federal Information Processing Standards (FIPS) and Special Publications
- Federal Information Security Management Act (FISMA) of 2002

1.0 SCOPE

- a. The labor categories, prices, terms and conditions stated under SIN 54151HEAL – Health Information Technology Services, apply exclusively to Health IT Services within the scope of this Schedule.
- b. This SIN is limited to Health IT Services only. Software and hardware products are out of scope. Hardware and software can be acquired through different SINs. (e.g. 511210 or 33411).
- c. This SIN provides ordering activities with access to Health IT services.
- d. Health IT Services provided under this SIN shall comply with all healthcare certifications and industry standards as applicable at the task order level.
- e. 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.

2.0 ORDER

- a. Agencies may use written orders, Electronic Data Interchange (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.

3.0 PERFORMANCE OF SERVICES

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity. All Contracts will be fully funded.

- 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 Health 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. All travel will be agreed upon with the client prior to the Contractor's travel.

4.0 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.

5.0 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.

6.0 RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

7.0 INDEPENDENT CONTRACTOR

All Health IT 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.

8.0 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.

9.0 INVOICES

The Contractor, upon completion of the work ordered, shall submit invoices for Health 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.

10.0 RESUMES

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

11.0 INCIDENTAL SUPPORT COSTS

Incidental support costs are not considered part of 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.

12.0 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.

13.0 DESCRIPTION OF HEALTH IT SERVICES AND PRICING

- a. The Contractor shall provide a description of each type of Health IT Service offered under SIN 54151HEAL and it 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 Health IT 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: Health IT Subject Matter Expert

Minimum Experience: Ten (10) years.

Functional Responsibilities: Significant information technology consulting and clinical information system strategy and implementation experience. Experienced in client engagements representing a wide array of activities, related to professional information technology projects, in a healthcare/clinical environment, including strategic planning related to information technology systems and/or software, governance, process design/ redesign, clinical content development, and communications and training strategies for information technology solutions.

Minimum Education: Medical Doctor or Doctor of Osteopathic Medicine.

ATTACHMENT A – SAIC IT PROFESSIONAL SERVICES RATES AND QUALIFICATIONS FOR SIN 54151HEAL

Contractor Site

Contractor Site	3/1/2018- 1/31/2019	2/1/2019- 1/31/2020	2/1/2020- 1/31/2021	2/1/2021- 1/31/2022	2/1/2022- 1/31/2023
Labor Category	Year 1	Year 2	Year 3	Year 4	Year 5
Health IT Program Manager Senior Level	\$272.17	\$272.68	\$273.73	\$275.27	\$281.61
Health IT Program Manager Mid Level	\$237.44	\$237.90	\$238.82	\$240.17	\$245.70
Health IT Program Manager Junior Level	\$213.55	\$213.93	\$214.79	\$216.00	\$220.95
Health IT Business Consultant Senior Level	\$144.65	\$144.90	\$145.45	\$146.29	\$149.63
Health IT Business Consultant Mid Level	\$119.94	\$120.20	\$120.66	\$121.32	\$124.10
Health IT Business Consultant Junior Level	\$110.49	\$110.70	\$111.13	\$111.74	\$114.30
Health IT Business Process Engineer Senior Level	\$153.46	\$153.75	\$154.37	\$155.22	\$158.81
Health IT Business Process Engineer Mid Level	\$139.72	\$139.96	\$140.50	\$141.28	\$144.52
Health IT Business Process Engineer Junior Level	\$122.23	\$122.44	\$122.92	\$123.64	\$126.48
Health IT COTS Technology Consultant Senior Level	\$257.22	\$257.69	\$258.69	\$260.13	\$266.12
Health IT COTS Technology Consultant Mid Level	\$228.10	\$ 228.52	\$229.42	\$230.71	\$236.00
Health IT COTS Technology Consultant Junior Level	\$140.84	\$141.10	\$141.65	\$142.45	\$ 145.71
Health IT Database Analyst/Programmer Senior Level	\$148.29	\$148.58	\$149.14	\$149.98	\$153.41
Health IT Database Analyst/Programmer Mid Level	\$121.17	\$121.38	\$121.86	\$122.55	\$125.35
Health IT Database Analyst/Programmer Junior Level	\$116.96	\$117.18	\$117.62	\$118.29	\$121.02
Health IT Engineer/Architect Senior Level	\$210.98	\$211.40	\$212.23	\$213.41	\$218.33
Health IT Engineer/Architect Mid Level	\$154.64	\$154.91	\$155.51	\$156.39	\$ 159.97
Health IT Engineer/Architect Junior Level	\$139.72	\$139.96	\$140.50	\$141.28	\$144.52
Health IT Software/Web Developer Senior Level	\$161.08	\$161.37	\$162.01	\$162.91	\$166.66
Health IT Software/Web Developer Mid Level	\$132.65	\$132.89	\$133.41	\$134.13	\$137.22
Health IT Software/Web Developer Junior Level	\$114.84	\$115.03	\$115.52	\$116.16	\$118.82
Health IT Subject Matter Expert Senior Level	\$234.69	\$235.11	\$236.03	\$237.36	\$242.82
Health IT Subject Matter Expert Mid Level	\$214.52	\$214.90	\$215.77	\$216.97	\$221.94
Health IT Subject Matter Expert Junior Level	\$180.08	\$180.44	\$181.11	\$182.14	\$186.33
Health IT Trainer Mid Level	\$110.49	\$110.70	\$111.13	\$111.74	\$114.30
Health IT Trainer Junior Level	\$83.47	\$83.63	\$83.93	\$84.42	\$86.35
Health IT Security Analyst Senior Level	\$146.39	\$146.66	\$147.24	\$148.07	\$151.48
Health IT Security Analyst Mid Level	\$130.47	\$130.71	\$131.22	\$131.97	\$134.99

Government Site

Government Site	3/1/2018-1/31/2019	2/1/2019-1/31/2020	2/1/2020-1/31/2021	2/1/2021-1/31/2022	2/1/2022-1/31/2023
Labor Category	Year 1	Year 2	Year 3	Year 4	Year 5
Health IT Program Manager Senior Level	\$235.96	\$237.65	\$239.76	\$242.24	\$247.82
Health IT Program Manager Mid Level	\$205.85	\$207.34	\$209.18	\$211.35	\$216.22
Health IT Program Manager Junior Level	\$185.13	\$186.48	\$188.14	\$190.08	\$194.42
Health IT Business Consultant Senior Level	\$125.41	\$126.28	\$127.41	\$128.74	\$131.68
Health IT Business Consultant Mid Level	\$103.99	\$104.75	\$105.69	\$106.77	\$109.21
Health IT Business Consultant Junior Level	\$95.79	\$96.48	\$97.34	\$98.34	\$100.59
Health IT Business Process Engineer Senior Level	\$133.06	\$134.01	\$135.21	\$136.57	\$139.77
Health IT Business Process Engineer Mid Level	\$121.13	\$121.98	\$123.08	\$124.34	\$127.18
Health IT Business Process Engineer Junior Level	\$105.95	\$106.72	\$107.68	\$108.80	\$111.29
Health IT COTS Technology Consultant Senior Level	\$222.99	\$224.60	\$226.60	\$228.91	\$234.19
Health IT COTS Technology Consultant Mid Level	\$197.75	\$199.17	\$200.96	\$203.02	\$207.68
Health IT COTS Technology Consultant Junior Level	\$122.11	\$122.98	\$124.08	\$125.35	\$128.22
Health IT Database Analyst/Programmer Senior Level	\$128.55	\$129.49	\$130.64	\$131.99	\$135.00
Health IT Database Analyst/Programmer Mid Level	\$105.05	\$105.80	\$106.74	\$107.84	\$110.32
Health IT Database Analyst/Programmer Junior Level	\$101.40	\$102.14	\$103.03	\$104.10	\$106.50
Health IT Engineer/Architect Senior Level	\$182.91	\$184.24	\$185.87	\$187.79	\$192.13
Health IT Engineer/Architect Mid Level	\$134.07	\$135.00	\$136.21	\$137.63	\$140.78
Health IT Engineer/Architect Junior Level	\$121.13	\$121.98	\$123.08	\$124.34	\$127.18
Health IT Software/Web Developer Senior Level	\$139.65	\$140.64	\$141.90	\$143.37	\$146.65
Health IT Software/Web Developer Mid Level	\$115.00	\$115.81	\$116.85	\$118.04	\$120.77
Health IT Software/Web Developer Junior Level	\$99.56	\$100.27	\$101.18	\$102.21	\$104.57
Health IT Subject Matter Expert Senior Level	\$203.47	\$204.93	\$206.74	\$208.88	\$213.69
Health IT Subject Matter Expert Mid Level	\$185.98	\$187.30	\$188.98	\$190.93	\$195.30
Health IT Subject Matter Expert Junior Level	\$156.12	\$157.25	\$158.64	\$160.27	\$163.96
Health IT Trainer Mid Level	\$95.79	\$96.48	\$97.34	\$98.34	\$100.59
Health IT Trainer Junior Level	\$72.36	\$72.89	\$73.52	\$74.28	\$76.00
Health IT Security Analyst Senior Level	\$126.91	\$127.82	\$128.97	\$130.30	\$133.30
Health IT Security Analyst Mid Level	\$113.13	\$113.93	\$114.95	\$116.13	\$118.80

GSA Labor Category	GSA Labor Category Title	GSA Minimum/General Experience	GSA Functional Responsibility	GSA Minimum Education	Education and Experience Equivalency Policies
1	Health IT Program Manager Senior Level	15 years IT experience. Requires Seven to Ten years of health related IT experience in consulting with clients on establishing strategic direction, business strategy, objectives and requirements.	Leads the delivery of replicable health related IT services and solutions into new and existing clients. Functions as a health industry expert to evaluate the client's business strategy, objectives and requirements. Using advanced consulting methodologies, translates the client's long-range business plan into a services strategy. Interfaces with the client's most senior executive team, up to the CXO level, to successfully deliver health IT solutions.	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline.	<ul style="list-style-type: none"> With a Master's Degree (in the fields described in Min. Education above): 13 years IT experience. With a Ph.D. (in the fields described in Min. Education above): 11 years of IT experience. With 20 years' experience, a degree is not required.
2	Health IT Program Manager Mid-Level	12 years IT experience. This position requires a minimum of Four to Six years' experience as Health IT related Program Management. Experience includes responsibilities in management of large health related IT programs.	Manages large-scale programs (\$5M+) involving multiple health related IT projects. Organizes, directs, and coordinates planning and production of all contract support activities. Has demonstrated communications skills at all levels of management. Serves as the contractor's authorized interface with the Contracting Officer's Technical Representative (COTR), government management personnel, and client agency representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel, and communicating policies, purposes, and goals of the organization to subordinate personnel. Responsible for overall contract performance. Under stringent time frames, assembles and recruits as necessary to perform assigned tasks. Demonstrated capability in the overall management of multi-task contracts of the size, type, and complexity described in the Task Order.	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline.	<ul style="list-style-type: none"> With a Master's Degree (in the fields described in Min. Education above): 10 years IT experience With a Ph.D. (in the fields described in Min. Education above): 8 years of IT experience. With 16 years' experience, a degree is not required.
3	Health IT Program Manager Junior Level	10 years IT experience. Two to four years of experience including	Manages mid-size (\$3M+ and small programs involving multiple health related IT projects. Organizes, directs, and coordinates planning and production of all	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business or other related	<ul style="list-style-type: none"> With a Master's Degree (in the fields described in Min. Education above): 8 years IT experience.

GSA Labor Category	GSA Labor Category Title	GSA Minimum/General Experience	GSA Functional Responsibility	GSA Minimum Education	Education and Experience Equivalency Policies
		responsibilities in management of large health related IT programs.	contract support activities. Has demonstrated communications skills at all levels of management. Serves as the contractor's authorized interface with the Contracting Officer's Technical Representative (COTR), Government management personnel, and client agency representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel, and communicating policies, purposes, and goals of the organization to subordinate personnel. Responsible for overall contract performance. Under stringent time frames, assembles and recruits as necessary to perform assigned tasks. Demonstrated capability in the overall management of multi-task contracts of the size, type, and complexity as described in the Task Order.	scientific or technical discipline.	<ul style="list-style-type: none"> • With a Ph.D. (in the fields described in Min. Education above): 6 years of IT experience. • With 14 years' experience, a degree is not required.
4	Health IT Business Consultant Senior Level	7 years IT Experience. Three to five years health related IT experience.	Staff professional, expert in a health related IT domain with general knowledge of other domains. Provides strategic guidance and influences program direction. Recommends enterprise-level solutions and policies, and assists with business integration across organizational levels. Provides program-level guidance within area of expertise and recommends domain-specific solutions and policies. Evaluates various business models including cost-benefit analysis and return on investment (ROI). May provide daily supervision and directions to other Business Consultants, or high level consulting input.	Bachelor's degree.	<ul style="list-style-type: none"> • With a Master's Degree (in the fields described in Min. Education above): 8 years' experience. • With a Ph.D. (in the fields described in Min. Education above): 3 years' experience. • With at least 14 years of specialized experience, a degree is not required.
5	Health IT Business Consultant Mid-Level	4 years of IT Experience. Two to four years of health related IT experience.	Staff professional, expert in health related IT domain with general knowledge of other domains. Provides strategic guidance and influences program direction. Recommends large-scale information system solutions and policies, and assists with business	Bachelor's degree	<ul style="list-style-type: none"> • With a Master's Degree (in the fields described in Min. Education above): 2 years' experience. • With at least 10 years of specialized experience,

GSA Labor Category	GSA Labor Category Title	GSA Minimum/General Experience	GSA Functional Responsibility	GSA Minimum Education	Education and Experience Equivalency Policies
			integration across organizational levels. Provides program-level guidance within area of expertise and recommends domain-specific solutions and policies. Evaluates various business models including cost-benefit analysis and return on investment (ROI). May provide guidance to less experienced Business Consultants.		a degree is not required.
6	Health IT Business Consultant Junior Level	0 years of IT experience. 0 years of health related IT experience.	Recommends large-scale health related information system solutions and policies, and assists with business integration across organizational levels. Provides program-level guidance within area of expertise and recommends domain-specific solutions and policies. Evaluates various business models including cost-benefit analysis and return on investment (ROI).	Bachelor's degree	<ul style="list-style-type: none"> • With at least 6 years of specialized experience, a degree is not required.
7	Health IT Business Process Engineer Senior Level	7 years of IT experience. Three to five years of specialized health related IT experience in adapting functional business requirements and processes to technical solutions based upon comprehensive enterprise application solution sets.	Staff specialist in business process engineering with extensive knowledge of the health related IT domain area. Expert in business process architecture and modeling techniques. Exercises independent judgment within a specific area of responsibility. Performs tasks requiring in-depth knowledge of business domain targeting process efficiency and improvement Confers with client executive management to define the client's strategic business information technology goals and advises in the reengineering of business processes to meet those goals. Applies process improvement and reengineering methodologies and principles to process modernization projects. Is responsible for effective transition of existing project teams, and the facilitation of project teams in the accomplishment of project activities and objectives. Provides group facilitation, interviewing, training, and additional forms of knowledge transfer. Acts as key coordinator between multiple project teams	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.	<ul style="list-style-type: none"> • With a Master's degree (in the fields described in Minimum Education above): 5 years of specialized experience. • With a Ph.D. (in the fields described in Min. Education above): 3 years of IT experience. • With at least 11 years of specialized experience, a degree is not required.

GSA Labor Category	GSA Labor Category Title	GSA Minimum/General Experience	GSA Functional Responsibility	GSA Minimum Education	Education and Experience Equivalency Policies
			to ensure enterprise-wide integration of reengineering efforts. May provide daily supervision and direction to business process reengineering team, or high-level consulting input. (May include specific knowledge of paperless environment and electronic document management systems.)		
8	Health IT Business Process Engineer Mid-Level	4 years IT experience. Two to four years of specialized health related IT experience adapting functional business requirements and processes to technical solutions based upon comprehensive enterprise application solution sets.	Staff specialist in business process engineering with extensive knowledge of the health related IT domain area. Expert in business process architecture and modeling. Exercises independent judgment within a specific area of responsibility. Performs tasks requiring in-depth knowledge of business domain targeting process efficiency and improvement. Confers with client senior management to understand or develop the client's strategic business goals and advises in the creation of an appropriate information technology strategy. Applies process improvement and reengineering methodologies and principles to process modernization projects. Is responsible for effective transition of existing project teams, and the facilitation of project teams in the accomplishment of project activities and objectives. Provides group facilitation, interviewing, training, and additional forms of knowledge transfer. May act as coordinator among multiple project teams to ensure enterprise-wide integration of reengineering efforts. May provide daily supervision and direction to business process reengineering team. (May include specific knowledge of paperless environment and electronic document management systems.)	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.	<ul style="list-style-type: none"> • With a Master's degree (in the fields described in Minimum Education above): 3 years of specialized experience. • With a Ph.D. (in the fields described in Min. Education above): 1 year of IT experience. • With at least 9 years of specialized experience, a degree is not required
9	Health IT Business Process Engineer Junior	0 years IT experience. 0 years of years of specialized health	Participates in the creation of an appropriate health related information technology strategy or plan. Applies health related IT process improvement and reengineering	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other health	<ul style="list-style-type: none"> • With at least 5 years of specialized experience, a degree is not required.

GSA Labor Category	GSA Labor Category Title	GSA Minimum/General Experience	GSA Functional Responsibility	GSA Minimum Education	Education and Experience Equivalency Policies
	Level	related IT experience adapting functional business requirements and processes to technical solutions based upon comprehensive enterprise application solution sets.	methodologies and principles to process modernization projects. Provides group facilitation, interviewing, and training. Assists more experienced business process engineers in coordinating between multiple project teams to ensure enterprise-wide integration of reengineering efforts. Assignments are generally of limited scope and reviewed by more experienced analysts. (May include specific knowledge of paperless environment and electronic document management systems.)	related scientific or technical discipline.	
10	Health IT COTS Technology Consultant Senior Level	7 years of IT experience. Three to five years' experience directly related to the health IT area of expertise.	Provides highly technical expertise and guidance with health IT related COTS products selection and implementation including software and hardware such as CERNER, EPIC, and/or other healthcare IT related COTS. Develops and applies advanced methods in the configuration and customization of COTS solutions to meet business requirements. Provides technical consultation to other organizations. May provide team leadership or consulting support on complex COTS implementations.	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline.	<ul style="list-style-type: none"> • With a Master's Degree (in the fields described in Min. Education above): 6 years' experience. • With a Ph.D. (in the fields described in Min. Education above): 4 years experience. • With at least 12 years of specialized experience, a degree is not required.
11	Health IT COTS Technology Consultant Mid-Level	4 years of IT experience. Two to four years of experience directly related to the health IT area of expertise.	Provides technical expertise and guidance with health IT related COTS products selection and implementation including software and hardware such as CERNER, EPIC, and/or other healthcare IT related COTS. Develops and applies advanced methods in the configuration and customization of COTS solutions to meet business requirements. Provides technical consultation to other organizations. May provide daily supervision and direction to other COTS Technology Consultants.	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline.	<ul style="list-style-type: none"> • With a Master's Degree (in the fields described in Min. Education above): 3 years' experience. • With a Ph.D. (in the fields described in Min. Education above): 1 year experience. • With at least 9 years of specialized experience, a degree is not required.
12	Health IT COTS Technology Consultant Junior Level	0 years of IT experience. 0 years of experience directly related to the health IT area of expertise.	Participates in the selection and implementation of health IT related COTS products including software and hardware such as CERNER, EPIC, and/or other healthcare IT related COTS. Applies	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline.	<ul style="list-style-type: none"> • With at least 5 years of specialized experience, a degree is not required.

GSA Labor Category	GSA Labor Category Title	GSA Minimum/General Experience	GSA Functional Responsibility	GSA Minimum Education	Education and Experience Equivalency Policies
			advanced methods in the configuration and customization of COTS solutions to meet business requirements. Works under the general supervision of more experienced COTS Technology Consultants.		
13	Health IT Database Analyst/Programmer Senior Level	7 years of IT experience. Three to five years of health related IT experience in data base design and system analysis, systems software internals and data manipulation languages.	Provides highly technical expertise and guidance in the use of database management systems specific to health IT related programs and environments. Designs, implements, and maintains databases with respect to access methods and time, device allocation, validation checks, file organization, indexing methods, protection and security, documentation, guidelines, and statistical methods. Establishes procedures for operation of the database and database management systems. Collects data elements and prepares database specifications. Develops, maintains, and controls the data dictionary. May include experience with database systems such as MUMPS Platform, Sybase, Oracle, and Informix. May provide team leadership or consulting support on complex database tasks.	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline.	<ul style="list-style-type: none"> • With a Master's Degree (in the fields described in Min. Education above): 5 years' experience • With a Ph.D. (in the fields described in Min. Education above): 3 years of experience. • With 11 years IT experience of which at least eight years of specific experience, a degree is not required.
14	Health IT Database Analyst/Programmer Mid-Level	4 years of IT experience. Two to four years of health related IT experience in data base design and system analysis, systems software internals and data manipulation languages.	Provides guidance in the use of database management systems specific to health IT related programs and environments. Designs, implements, and maintains databases with respect to access methods and time, device allocation, validation checks, file organization, indexing methods, protection and security, documentation, guidelines, and statistical methods. Collects data elements and prepares database specifications. Develops, maintains, and controls the data dictionary. May provide task direction to less experienced database programmers/analysts.	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.	<ul style="list-style-type: none"> • With a Master's degree (in the fields described in Minimum Education above): 3 years of specialized experience • With 9 years of general information technology experience and at least 4 years of specialized experience, a degree is not required.
15	Health IT Database	0 years of IT experience. 0 years	Assists more experienced database analysts/programmer in the design,	A Bachelor's degree in Computer Science, Information	<ul style="list-style-type: none"> • With 6 years of general information technology

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	Analyst/Programmer Junior Level	of health related IT experience, knowledge in data base design and system analysis, systems software internals and data manipulation languages.	implementation, and maintenance of databases, collection of data elements, and preparation of database specifications. Helps to develop, maintain, and control the data dictionary. Scope is focused and specific to Health IT programs and environments.	Systems, Engineering, Business, or other related scientific or technical discipline.	experience and at least 4 years of specialized experience, a degree is not required.
16	Health IT Engineer/Architect Senior Level	7 years of IT experience. Three to five years' experience directly related to the health IT area of expertise.	Establishes information requirements for enterprise-wide or large-scale information systems, databases, and/or networks specific to health IT related programs and environments. Designs architectures that include software, hardware, and communications solutions to support the total requirements, as well as provide for present and future cross-functional requirements and interfaces. Evaluates compatibility of information system development efforts with agency architectures and recommends appropriate adjustments. May provide team leadership or consulting support on complex tasks.	Bachelor's degree	<ul style="list-style-type: none"> • With a Master's Degree (in the fields described in Min. Education above): 5 years' experience. • With a Ph.D. (in the fields described in Min. Education above): 3 years' experience. • With at least 14 years of specialized experience, a degree is not required.
17	Health IT Engineer/Architect Mid-Level	4 years of IT experience. Two to four years of experience directly related to the health IT area of expertise.	Establishes information requirements for large-scale information systems, databases, and/or networks specific to health IT related programs and environments. Designs architectures that include software, hardware, and communications solutions to support the total requirements, as well as provide for present and future cross-functional requirements and interfaces. Evaluates compatibility of information system development efforts with agency architectures and recommends appropriate adjustments. May provide direction to less experienced Engineer/Architects.	Bachelor's degree	<ul style="list-style-type: none"> • With a Master's Degree (in the fields described in Min. Education above): 2 years' experience. • With at least 8 years of specialized experience, a degree is not required.
18	Health IT Engineer/Architect Junior Level	0 years of IT experience. 0 years of experience directly	Assists in the design of architectures that include software, hardware, and communications solutions to support the	Bachelor's degree	<ul style="list-style-type: none"> • With at least 6 years of specialized experience, a degree is not required.

GSA Labor Category	GSA Labor Category Title	GSA Minimum/General Experience	GSA Functional Responsibility	GSA Minimum Education	Education and Experience Equivalency Policies
		related to the health IT area of expertise.	total requirements, as well as provide for present and future cross-functional requirements and interfaces specific to health IT related programs and environments. Evaluates compatibility of information system development efforts with agency architectures and recommends appropriate adjustments. Works under the general supervision of more experienced Engineer/Architects.		
19	Health IT Software/Web Developer Senior Level	7 years of IT experience. Three to five years of experience in Systems Engineering, Programming, or as a Web Developer.	Provides technical expertise in the development and application of methods, theories, and research techniques in the investigation and solution of health related IT software applications. Conducts detailed analyses of defined application specifications and designs complex programs. Plans, conducts, technically directs, and/or evaluates projects, possibly managing the efforts of other engineers or technical support staff in their performance. Prepares associated documentation, block diagrams, and logic flowcharts. Prepares sample test data, conducts program tests, and analyzes test results; recommends corrections for debugging program errors. Modifies existing programs as required by changing systems requirements or equipment configurations. Confers with systems personnel to clarify program intent, output requirements, and input data acquisition. Evaluates vendor capabilities to provide required products or services. Designs, develops, and analyzes software programs. Designs and develops web sites based on approved customer objectives. Proposes web site strategies and creates action plans and applications to carry out strategies and accomplish objectives. Customizes web-based interactive features, builds database gateways, and implements	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.	<ul style="list-style-type: none"> • A Master's degree (in the fields described in Minimum Education above): 5 years of specialized experience. • With a Ph.D. (in the fields described in Minimum Education above): 3 years of specialized experience.

GSA Labor Category	GSA Labor Category Title	GSA Minimum/General Experience	GSA Functional Responsibility	GSA Minimum Education	Education and Experience Equivalency Policies
			<p>electronic commerce services. Collaborates with hardware design engineers on machine characteristics that affect software systems, and works with them to resolve incompatibilities. May provide daily supervision and directions to other Software/Web Developers, or high level consulting input.</p> <p>Scope is focused and specific to Health IT programs and environments.</p>		
20	Health IT Software/Web Developer Mid-Level	4 years of IT experience. Two to four years of experience in Systems Engineering, Programming, or as a Web Developer.	<p>Prepares associated documentation, block diagrams, and logic flowcharts. Prepares sample test data, conducts program tests, and analyzes test results; recommends corrections for debugging program errors. Modifies existing programs as required by changing systems requirements or equipment configurations. Confers with systems personnel to clarify program intent, output requirements, and input data acquisition. Evaluates vendor capabilities to provide required products or services. Designs, develops, and analyzes health related software programs. Designs and develops web sites based on approved customer objectives. Proposes web site strategies and creates action plans and applications to carry out strategies and accomplish objectives. Customizes web-based interactive features, builds database gateways, and implements electronic commerce services. Collaborates with hardware design engineers on machine characteristics that affect software systems, and works with them to resolve incompatibilities. May provide direction to less experienced software engineers.</p> <p>Scope is focused and specific to Health IT programs and environments.</p>	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.	<ul style="list-style-type: none"> • With a Master's degree (in the fields described in Minimum Education above): 2 years of specialized experience. • With a Ph.D. (in the fields described in Minimum Education above). 1 years of specialized experience. • With at least 8 years of specialized experience, a degree is not required.

GSA Labor Category	GSA Labor Category Title	GSA Minimum/General Experience	GSA Functional Responsibility	GSA Minimum Education	Education and Experience Equivalency Policies
21	Health IT Software/Web Developer Junior Level	0 years of IT experience. 0 years of experience in Systems Engineering, Programming, or as a Web Developer.	<p>Under general supervision prepares associated documentation, block diagrams, and logic flowcharts. Prepares sample test data, conducts program tests, and analyzes test results; recommends corrections for debugging program errors. Modifies existing programs as required by changing systems requirements or equipment configurations. Confers with systems personnel to clarify program intent, output requirements, and input data acquisition. Evaluates vendor capabilities to provide required products or services. Designs, develops, and analyzes health related software programs. Designs and develops web sites based on approved customer objectives. Proposes web site strategies and creates action plans and applications to carry out strategies and accomplish objectives. Customizes web-based interactive features, builds database gateways, and implements electronic commerce services. Collaborates with hardware design engineers on machine characteristics that affect software systems, and works with them to resolve incompatibilities. Assignments are generally of limited scope and reviewed by more experienced programmers/developers.</p> <p>Scope is focused and specific to Health IT programs and environments.</p>	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.	<ul style="list-style-type: none"> With at least 4 years of specialized experience, a degree is not required.
22	Health IT Subject Matter Expert Senior Level	7 years of IT experience. Three to five years of health related IT experience in determining information technology effects on the organizational structure and determining the	Confers with client executive management using line of business expertise to define the client's strategic information technology business goals, and advises in the reengineering of business processes to meet these goals. Analyzes client requirements and recommends development or acquisition strategies. Assists client in developing strategic plans and concepts. Advises client on the impact	A Master's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.	<ul style="list-style-type: none"> With a Ph.D. (in the fields described in Minimum Education above): 4 years of specialized experience. With a Bachelor's degree (in the fields described in Minimum Education above): 10 years of specialized

GSA Labor Category	GSA Labor Category Title	GSA Minimum/General Experience	GSA Functional Responsibility	GSA Minimum Education	Education and Experience Equivalency Policies
		ability that IT can support/meet organizational goals.	of new legislation or new technologies that are relevant to their agency. Demonstrates exceptional oral and written communication skills. Recognized in the professional community as an "expert" in the technical/specialty area being addressed. Scope is focused and specific to Health IT programs and environments.		experience, a Master's degree is not required.
23	Health IT Subject Matter Expert Mid-Level	4 years of IT experience. Two to four years of health related IT experience in determining information technology effects on the organizational structure and determining the ability that IT can support/meet organizational goals.	Confers with client management to understand or develop the client's strategic information technology business goals, and assists in formulation of an appropriate information technology strategy. Analyzes client requirements and recommends development or acquisition strategies. Assists clients in developing strategic plans and concepts. Demonstrates exceptional oral and written communication skills. Recognized in the professional community as an "expert" in the technical/specialty area being addressed. Scope is focused and specific to Health IT programs and environments.	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline.	<ul style="list-style-type: none"> • With a Master's Degree (in the fields described in Min. Education above): 2 years' experience. • With a Ph.D. (in the fields described in Min. Education above): 1 years of experience. • With at least 10 years of specialized training, a degree is not required.
24	Health IT Subject Matter Expert Junior Level	0 years of IT experience. 0 years of specialized health related IT experience in determining information technology effects on the organizational structure and determining the ability that IT can support/meet organizational goals.	Confers with client management to understand the client's strategic information technology business goals and information technology strategy. Analyzes client requirements and recommends development or acquisition strategies. Assists in developing strategic plans and concepts. Demonstrates exceptional oral and written communication skills. Possesses requisite knowledge and expertise so recognized in the professional community that the individual is considered "expert" in the technical/specialty area being addressed. Scope is focused and specific to Health IT	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline.	<ul style="list-style-type: none"> • With at least 8 years of specialized experience, a degree is not required.

GSA Labor Category	GSA Labor Category Title	GSA Minimum/General Experience	GSA Functional Responsibility	GSA Minimum Education	Education and Experience Equivalency Policies
25	Health IT Trainer Mid-Level	4 years of IT experience. Two to four years of experience in the delivery of training instruction and services specific to health related IT programs and environments.	programs and environments. Serves as lead instructor in delivering health related IT training and/or development programs where the subject matter or process is highly complex in nature. Formulates and provides overall direction for the training/development activities within the task. Works with functional analysts (subject matter experts), vendors, and clients to ensure that scope and depth of training/development activities are current and appropriate to client's requirements. Develops criteria for evaluating the effectiveness of the activities. Updates course curricula and documentation on a continuous basis to ensure timeliness, relevance, and contractual compliance. Conducts formal classroom courses, workshops, seminars, and computer-based training. Formulates and provides overall direction for the training/development activities within a program. May provide daily supervision and direction to training staff. May provide consulting support on complex tasks.	A Bachelor's degree from an accredited college or university in education, training or related field of study.	<ul style="list-style-type: none"> • With a Master's Degree (in the fields described in Min. Education above): 3 years' experience. • With a Ph.D. (in the fields described in Min. Education above): 1 year of experience. • With at least 9 years of specialized experience, a degree is not required.
26	Health IT Trainer Junior Level	0 years of IT experience. 0 years of experience in the delivery of training instruction and services specific to health related IT programs and environments.	Serves as lead instructor in delivering health related IT training/development programs where the subject matter or process is complex in nature. Conducts research necessary to develop, revise, or select training/development courses. Prepares training catalogs. Develops instructor materials, such as course outlines, background material, and training/development aids. Develops student materials, such as course manuals, workbooks, handouts, completion certificates, and course critique forms. Conducts formal classroom courses, workshops, seminars, and computer-based training. May formulate and provide overall	A Bachelor's degree from an accredited college or university in education, training or related field of study.	<ul style="list-style-type: none"> • With at least 4 years, a degree is not required.

GSA Labor Category	GSA Labor Category Title	GSA Minimum/General Experience	GSA Functional Responsibility	GSA Minimum Education	Education and Experience Equivalency Policies
			direction for training/development activities within a program. Coordinates for additional functional analysts (subject matter experts) to participate in training/development as needed. May function as team leader for less experienced trainers.		
27	Health IT Security Analyst Senior Level	7 years of IT experience. Three to five years of experience in information security technology and policy and procedure development related to health IT programs and environments.	Analyzes and defines complex information security, automated information security (AIS), and/or computer security requirements. Designs, develops, engineers, and implements security solutions with focus on health related IT programs and environments. Gathers and organizes technical information about an organization's mission, goals, and needs; existing security products; and ongoing programs. Develops, analyzes, and implements security architecture(s) as appropriate. Performs risk analysis and security audit services, develops analytical reports as required. May be required to perform in one or more of the following areas: AIS risk assessment methods and procedures; security of system software generation; security of computer hardware; operating system utility/support software; disaster recovery and contingency planning; telecommunications security; development of AIS security policies and procedures. Experience in one or more of the following areas is desired: digital signatures, encryption, public key and certification management, cross certification of public key systems, and X.500 directories. May provide daily supervision and direction to staff.	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline.	<ul style="list-style-type: none"> • With a Master's Degree (in the fields described in Min. Education above): 6 years experience. • With a Ph.D. (in the fields described in Min. Education above): 4 years of experience. • With 12 years IT experience and 9 years of specialized experience, a degree is not required.
28	Health IT Security Analyst Mid-Level	4 years of IT experience. Two to four years of experience in system engineering and/or	Analyzes and defines security requirements and designs, develops, engineers, and implements solutions with focus on health related IT programs and environments. Performs risk analysis and security audit	A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.	<ul style="list-style-type: none"> • With a Master's degree (in the fields described in Minimum Education above). 2 years' experience.

GSA Labor Category	GSA Labor Category Title	GSA Minimum/General Experience	GSA Functional Responsibility	GSA Minimum Education	Education and Experience Equivalency Policies
		design, design assurance or testing for INFOSEC products and system computer networking technology related to health IT programs and environments.	services, developing analytical reports as required. May be required to perform in one or more of the following areas: AIS risk assessment methods and procedures; security of system software generation; security of computer hardware; operating system utility/support software; disaster recovery and contingency planning; telecommunications security; development of AIS security policies and procedures.		<ul style="list-style-type: none"> With at least 6 years of specialized experience, a degree is not required.

TERMS AND CONDITIONS APPLICABLE TO CONTINUOUS DIAGNOSTICS AND MITIGATION (CDM) TOOLS (SPECIAL ITEM NUMBER 541519CDM)

1. SCOPE

- a. Special Item Number (SIN) 541519CDM Continuous Diagnostics and Mitigation (CDM) Tools is a solutions SIN. This SIN includes both hardware and software products and any associated services for the products to include installation, maintenance, and training.

NOTE: All hardware and software under SINs 33411 and 511210 may remain under those SINs unless the items are specific to the CDM SIN.

- b. CDM Tools SIN products and associated services shall comply with all certifications and industry standards as specified by the ordering activity.
- c. 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. The Contractor shall deliver to any location within the geographic scope of this contract.
- d. 541519CDM – Continuous Diagnostics and Mitigation Tools - SUBJECT TO COOPERATIVE PURCHASING - Includes Continuous Diagnostics and Mitigation (CDM) Approved Products List (APL) hardware and software products/tools and associated services. The full complement of CDM subcategories includes tools, associated maintenance, and other related activities such as training.
- e. The 5 subcategories CDM capabilities specified under this SIN are:
- (1) Manage “What is on the network?”: Identifies the existence of hardware, software, configuration characteristics and known security vulnerabilities.
 - (2) Manage “Who is on the network?”: Identifies and determines the users or systems with access authorization, authenticated permissions and granted resource rights.
 - (3) Manage “How is the network protected?”: Determines the user/system actions and behavior at the network boundaries and within the computing infrastructure.
 - (4) Manage “What is happening on the network?”: Prepares for events/incidents, gathers data from appropriate sources; and identifies incidents through analysis of data.
 - (5) Emerging Tools and Technology: Includes CDM cybersecurity tools and technology not in any other subcategory.

The 5 subcategories represent the scope of the CDM program and reflect widely exercised functional and operational scenarios that CDM is interested in identifying, monitoring and addressing from a security perspective.

To provide a holistic security approach, these capabilities adhere to the National Institute of Science and Technology (NIST) Cybersecurity Framework security functions to identify, protect, detect, respond and recover. CDM also supports and can be used in the NIST Risk Management Framework (RMF) to achieve ongoing assessment and authorization.

As shown in Table 1, the 5 CDM Tools SIN subcategories cover the previous CDM BPA 15 CDM Tool Functional Areas (TFAs) and allow for future innovation.

Table 1: SIN to TFA mapping

5 SIN Subcategories		15 CDM BPA TFAs
1. Manage “What is on the network?”		<ul style="list-style-type: none"> • TFA 1 – Hardware Asset Management • TFA 2 – Software Asset Management • TFA 3 – Configuration Settings Management • TFA 4 – Vulnerability Management
2. Manage “Who is on the network?”		<ul style="list-style-type: none"> • TFA 6 – Manage Trust in People Granted Access • TFA 7 – Manage Security-Related Behavior • TFA 8 – Manage Credential and Authentication • TFA 9 – Manage Account/Access/Manage Privileges
3. Manage “How is the boundary protected?” for BOUND		<ul style="list-style-type: none"> • TFA 5 – Manage Network Access Controls
4. Manage “What is happening on the network?” for MNGEVT		<ul style="list-style-type: none"> • TFA 10 – Prepare for Contingencies and Incidents • TFA 11 – Respond to Contingencies and Incidents
4. Manage “What is happening on the network?” for DBS	Planning	<ul style="list-style-type: none"> • TFA 12 – Design and Build in Requirements Policy and • TFA 13 – Design and Build in Quality
4. Manage “What is happening on the network?” for OMI		<ul style="list-style-type: none"> • TFA 14 – Manage Audit Information • TFA 15 – Manage Operation Security
5. Emerging Tools and Technologies		<ul style="list-style-type: none"> • Future innovations

(1) Manage “What is on the network?”

Focus: The primary focus of Manage Assets is to identify “What is on the network?”; that is, to identify the existence of hardware, software, configuration characteristics and known security vulnerabilities.

Manage hardware and software baseline system inventory is based on Phase 1 Hardware Asset Management (HWAM) and Software Asset Management (SWAM) requirements that requires the discovery and identification of devices to define a baseline of inventory hardware and software assets to establish the Agency’s span of control.

Hardware and software configurations are based on Phase 1 Configuration Settings Management (CSM) requirements to ensure that hardware and software (specifically the operating system and installed applications) assets are securely configured and hardened.

Manage vulnerabilities is based on Phase 1 Vulnerability Management (VUL) requirements to identify and manage vulnerabilities in software installed on network devices to minimize exploitation of known software weaknesses.

These CDM capabilities cover verification and validation for the existence of hardware infrastructure devices; the accurate identification of approved software components; verification and validation that hardware devices have the correct security configuration settings, and system platform is hardened to

reduce the platform attack surface; and the identification and management of risks presented by known software weaknesses that are subject to exploitation.

These CDM capabilities support the Cybersecurity Framework functions of: identify, protect and detect.

(2) Manage “Who is on the network?”

Focus: The primary focus of Manage People is to determine “Who is on the network?”; that is, identify and determine the users or systems with authorized access.

Manage People is based on Phase 2 PRIV, CRED, TRUST and BEHAVE requirements that require the management of users/accounts as an asset to assure the appropriate individual has the right access to the right resource.

This CDM capability covers the verification and validation of allowed user privileges, issuance and management of user owned credentials, appropriate user security behavior training, trustworthiness, authenticated permissions, and management of resource access rights granted to users.

These CDM capabilities support the Cybersecurity Framework functions of: identify, protect and detect.

(1) Manage “How is the boundary protected?”

Focus: The primary focus of Mangle Boundary Protection is to determine “How is the boundary protected?”; that is, to determine the user/system actions and behavior at the physical/logical network boundaries and within the computing infrastructure.

“How is the boundary protected?” is based on Phase 3 BOUND requirements to defend physical and logical network boundaries and identify abnormal behavior (of networks and users) that may identify that an incident has occurred.

This CDM capability covers verification and validation of logical and physical network interfaces to reduce intrusive, malicious, and disruptive attacks; cryptographic mechanisms ensure confidentiality and integrity of data on the network; and methods to identify security incidents.

These CDM capabilities support the Cybersecurity Framework functions of: identify, protect and detect.

(2) Manage “What is happening on the network?”

Due to the complexity to manage “What is happening on the network?”, this area is covered by three focus areas:

- a. Manage Events (MNGEVT)
- b. Operate, Monitor and Improve (OMI)
- c. Design and Build in Security (DBS)

Manage Events

Focus: Manage Events is responsible for preparing for events/incidents, gathering appropriate audit data from appropriate sources, identifying incidents through analysis of data, and performing ongoing assessment.

Manage Events is based on the Phase 3 MNGEVT requirements to prepare for incidents/events (through processes, policies, and procedures), gather appropriate audit/log data from appropriate sources, and identify events/incidents (network and user abnormal behavior) through the analysis of audit/log data.

Manage Events supports the runtime collection of attributes (actual state) and continuous monitoring of the policies related to attributes for Ongoing Assessment (actual state vs. desired state) to enhance current or apply new security and privacy controls and countermeasures. The results of the Ongoing Assessment

will be used as inputs to OMI Ongoing Authorization risk assessment process to determine if the level of risk remains acceptable for a given information system to support continued authorization and operation.

Ongoing Assessment is the continuous process of comparing security related attributes between the Actual State and the Desired State. This comparison is performed by the CDM Policy Decision Point (PDP). The discrepancy between Actual State and Desired state impacts the security posture of the implementation of NIST SP 800-53 controls and countermeasures. The results of the Ongoing Assessment are used to evaluate the changes in risk posture associated with the discrepancy. Ideally, the Ongoing Assessment process is fully automated with the Desired State being encoded in the CDM PDP and the Actual State being measured using CDM sensors.

This CDM capability covers verification and validation of processes, policies, and procedures supporting cybersecurity preparation, audit and log data collection, security analysis of audit/log data, incident reporting to provide forensic evidence of malicious or suspicious behavior, and ongoing assessment.

To provide a holistic security approach, this capability adheres to the Cybersecurity Framework security functions to identify, protect, detect, respond and recover CDM also supports and can be used in the NIST Risk Management Framework (RMF) to achieve ongoing assessment and authorization.

Operate, Monitor and Improve

Focus: Operate, Monitor and Improve is responsible for audit data aggregation, correlation, and analysis, incident prioritization and response, and post-incident activities (e.g., information sharing).

Operate, Monitor and Improve is based on Phase 3 OMI requirements for audit data aggregation, correlation and analysis, incident prioritization and response, and post incident activities (e.g., information sharing).

Ongoing Authorization is the continuous evaluation of the change in risk level related to changes in security policies concerning static object attributes (i.e., actual state and desired state) for threat behaviors that impact the security posture. This impact to security is measured by capturing changes in existing safeguards (e.g., NIST SP 800-53 controls and countermeasures) and identification of new component weaknesses and vulnerabilities.

This CDM capability covers verification and validation of processes/procedures to aggregate, correlate, and analyze audit/log data, to prioritize incidents and associated response actions, to quickly mitigate the impact of an incidents, to take appropriate remediation actions to eliminate the impact (restore normal operations) of the same incident, to support information sharing and collaboration (both internal and external) to minimize or prevent impact of future incidents, and ongoing authorization.

To provide a holistic security approach, this capability adheres to the Cybersecurity Framework security functions to identify, protect, detect, respond and recover. CDM also supports and can be used in the NIST Risk Management Framework (RMF) to achieve ongoing assessment and authorization.

Design and Build in Security

Focus: Design and Build in Security is responsible for preventing exploitable vulnerabilities from being effective in the software/system while in development or deployment. The Design and Build in Security process is focused on identifying, controlling and removing weaknesses/vulnerabilities from the software/system. Exploitable vulnerabilities may include software/system design, coding errors, software/system designs that leave a large and complex attack surface that cannot be defended, and weaknesses that can only be exploited during system/software execution.

Design and Build in Security is based on the Phase 3 DBS requirements that extend the focus of Phase 1 Software Asset Management and Vulnerability Management to achieve a level of confidence that software is free from vulnerabilities, either intentionally designed into the software or accidentally inserted at any time during its life cycle and that the software functions in the intended manner.

The U.S. government and critical infrastructure sectors are increasingly dependent on commercial products and systems, which present significant benefits including low cost, interoperability, rapid innovation, a variety of product features, and choice among competing vendors. However, with some of these benefits there is an increase in the risk of a threat event which can directly or indirectly affect the supply chain, which often go undetected, and may result in risks to the acquirer. The purpose of Supply Chain Risk Management (SCRM) is to enable the provisioning of the least vulnerable solutions to agencies, through a robust assessment of supply chain risks, communication about those risks to the agencies, and appropriate response and monitoring of those risks throughout the entire system lifespan.

This CDM capability covers verification and validation of processes/procedures to prevent and detect software vulnerabilities, to determine the provenance of system components, and to measure software assurance for built and acquired software components.

To provide a holistic security approach, this capability adheres to the Cybersecurity Framework security functions to identify, protect, detect, respond and recover to security infractions due to malicious behavior and unintentional user actions during normal operations.

(3) (5) Emerging Tools and Technologies

Focus: Innovative capabilities to cybersecurity not currently encompassed by the other capability areas.

2. STANDARDS COMPLIANCE

Vendor's providing offerings through the CDM Tools SIN must provide compliant products and services in accordance with the laws and standards cited applicable to specific orders and Blanket Purchase Agreements.

3. ORDER

- a. Written orders, EDI orders (GSA Advantage! and FACNET), credit card orders, and orders placed under blanket purchase agreements (BPA) agreements shall be the basis for purchase in accordance with the provisions of this contract. If time of delivery extends beyond the expiration date of the contract, the Contractor will be obligated to meet the delivery and installation date specified in the original order.
- b. All delivery or task orders are subject to the terms and conditions of the contract. In the event of conflict between an order and the contract, the contract will take precedence.

4. INSPECTION/ACCEPTANCE

The Contractor shall only tender for acceptance those items that conform to the requirements of this contract. The ordering activity reserves the right to inspect or test any product that has been tendered for acceptance. The ordering activity may require repair or replacement of nonconforming item at no increase in contract price. The ordering activity must exercise its post acceptance rights (1) within a reasonable time after the defect was discovered or should have been discovered; and (2) before any substantial change occurs in the condition of the item, unless the change is due to the defect in the item.

5. ENTERPRISE USER LICENSE AGREEMENTS REQUIREMENTS (EULA)/COMMERCIAL SUPPLIER AGREEMENTS (CSAs)

The Contractor shall provide all Commercial Supplier Agreements (CSAs) to include End User License Agreements (EULAs) or Terms of Service (ToS) in an editable Microsoft Office (Word) format.

6. WARRANTY

- a. Unless specified otherwise in this contract, the Contractor's standard commercial guarantee/warranty as stated in the contract's commercial Price List will apply to this contract.

****Contractor is to insert commercial guarantee/warranty clauses that are included in the EULA/CSA.****

- b. The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract. If no implied warranties are given, an express warranty of at least 60 days must be given in accordance with FAR 12.404(b)(2).
- c. Limitation of Liability. Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted items.
- d. If inspection and repair of defective equipment under this warranty will be performed at the contractor's plant the address is as follows:

7. PURCHASE PRICE FOR ORDERED EQUIPMENT

The purchase price that the ordering activity will be charged will be the ordering activity purchase price in effect at the time of order placement, or the ordering activity purchase price in effect on the installation date (or delivery date when installation is not applicable), whichever is less.

8. TRANSPORTATION OF EQUIPMENT

FOB DESTINATION. Prices cover equipment delivery to destination, for any location within the geographic scope of this contract.

9. TECHNICAL SERVICES

- a. The Contractor, without additional charge to the ordering activity, shall provide a hot line technical support number for the purpose of providing user assistance and guidance in the implementation of any software provided. The technical support number is available from ____ to ____.

****Provide telephone number and hours of operation for technical support hotline; indicate applicable time zone for the hours of operation—i.e., Eastern time, Central time, Mountain time or Pacific time.****

- b. When the equipment or hardware provided under this contract is not normally self-installable, the Contractor's technical personnel shall be available to the ordering activity, at the ordering activity's location, to install the equipment and to train ordering activity personnel in the use and maintenance of the equipment. The charges, if any, for such services are listed below, or in the price schedule:

****NOTE: Contractors are to indicate in the Price List whether the equipment is self-installable.**** Contractors should provide commercial practices for installation/deinstallation/reinstallation for review and possible inclusion in the contract.

- c. The Contractor shall furnish the ordering activity with one (1) copy of all operating and maintenance manuals which are normally provided with equipment being purchased.

10. PERFORMANCE OF SERVICES ASSOCIATED WITH PRODUCTS

- 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 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 of each order. Services shall be completed in a good and workmanlike manner.
- d. Any Contractor travel required in the performance of the CDM Tools SIN for a specific requirement at the order level 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. All travel will be agreed upon with the client prior to the Contractor's travel.

11. RESPONSIBILITIES OF THE CONTRACTOR

- a. 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 an order is software, FAR 52.227-14 Rights in Data is in the schedule contract.
- b. The Contractor shall comply with contract clause (FAR 52.204-21) for the basic safeguarding of contractor information systems that process, store, or transmit Federal data received by the contract in performance of the contract. This includes contract documents and all information generated in the performance of the contract.

12. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

13. INVOICES

The Contractor, upon completion of the work ordered, shall submit invoices. FAR 52.212-4 in the contract contains terms for commercial items. 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.

14. CONVERSION FROM TERM LICENSE TO PERPETUAL LICENSE

- a. When a contractor commercially offers conversions of term licenses to perpetual licenses, and an ordering activity requests such a conversion, the contractor shall provide the total amount of conversion credits available for the subject software within ten (10) calendar days.
- b. When conversion credits are provided, they shall continue to accrue from one contract period to the next, provided the software has been continually licensed without interruption.
- c. The term license for each software product shall be discontinued on the day immediately preceding the effective date of conversion from a term license to a perpetual license.
- d. When conversion from term licenses to perpetual licenses is offered the price the ordering activity shall pay will be the perpetual license price that prevailed at the time such software

was initially ordered under a term license, or the perpetual license price prevailing at the time of conversion from a term license to a perpetual license, whichever is the less, minus an amount equal to % of all term license payments during the period that the software was under a term license within the ordering activity.

15. TERM LICENSE CESSATION

- a. After a software product has been on a continuous term license for a period of * months, a fully paid-up, non-exclusive, perpetual license for the software product shall automatically accrue to the ordering activity. The period of continuous term license for automatic accrual of a fully paid-up perpetual license does not have to be achieved during a particular fiscal year; it is a written Contractor commitment which continues to be available for software that is initially ordered under this contract, until a fully paid-up perpetual license accrues to the ordering activity. However, should the term license of the software be discontinued before the specified period of the continuous term license has been satisfied, the perpetual license accrual shall be forfeited.

Each separately priced software product shall be individually enumerated, if different accrual periods apply for the purpose of perpetual license attainment.

- b. The Contractor agrees to provide updates and maintenance service for the software after a perpetual license has accrued, at the prices and terms, if the licensee elects to order such services. Title to the software shall remain with the Contractor.

16. SOFTWARE CONVERSIONS

Full monetary credit will be allowed to the ordering activity when conversion from one version of the software to another is made as the result of a change in operating system, or from one computer system to another. Under a perpetual license, the purchase price of the new software shall be reduced by the amount that was paid to purchase the earlier version. Under a term license, conversion credits which accrued while the earlier version was under a term license shall carry forward and remain available as conversion credits which may be applied towards the perpetual license price of the new version.

17. DESCRIPTIONS AND EQUIPMENT COMPATIBILITY

The Contractor shall include, in the schedule Price List, a complete description of each software product and a list of equipment on which the software can be used. Also, included shall be a brief, introductory explanation of the modules and documentation which are offered.

18. RIGHT-TO-COPY PRICING

The Contractor shall insert the discounted pricing for right-to-copy licenses.

19. DESCRIPTION OF PRODUCTS AND SERVICES AND PRICING

The Contractor shall provide a description of offerings under CDM Tools SIN in the same manner as the Contractor sells to its commercial and ordering activity customers. The contractor shall provide pricing and a description with part numbers for products and the associated services that have been approved as part of the Product Qualification Requirements of the SIN. Any applicable delivery and licensing terms should be included.

20. TOTAL SOLUTION

- a. Labor categories/qualifications are not included in this SIN, however, ordering activities may acquire a total solution to meet a specific requirement for an order or BPA involving multiple SINs. Contractors report the sales to GSA under the SINs the items are sold. For example, an agency may post an RFQ requesting a total solution anticipating offerings from multiple SINs, such as IT Professional Services 54151S or Highly Adaptive Cybersecurity Services

(HACS) 54151HACS along with CDM Tools 541519CDM for products and product associated services.

****NOTE TO CONTRACTORS:** The information provided below contains reporting requirements for Contractors on the CDM Tools SIN. This language should NOT be printed as part of the MAS Price List but are the reporting requirements of the SIN.

21. CDM TOOLS SIN CONTRACT LEVEL PROGRAM REPORTING REQUIREMENT

Contractors are required to provide quarterly reports on orders received to include ordering agency, quantity, product description, manufacturer part number, SIN and Subcategory, and price.

The quarterly report is due within 15 days after the end of each quarter. Reports shall be submitted to schedule70cdmsin@gsa.gov.

ATTACHMENT A – SAIC CDM PRODUCTS FOR SIN 541519CDM

MFR PART NO	PRODUCT DESCRIPTION	GSA OFFER PRICE (inclusive of the .75% IFF)
STF3311001-LIC	Stealth for Federal Server License Tier 1 (1-499 lic) FTP - 1 Year - Qty 1	\$350.39
STF3311002-LIC	Stealth for Federal Server License Tier 2 (500-999 lic) FTP - 1 Year - Qty 1	\$262.79
STF3311003-LIC	Stealth for Federal Server License Tier 3 (1,000-4,999 lic) FTP - 1 Year - Qty 1	\$233.59
STF3311004-LIC	Stealth for Federal Server License Tier 4 (5,000-99,999 lic) FTP - 1 Year - Qty 1	\$163.52
STF3321001-LIC	Stealth for Federal Client License Tier 1 (1-499 lic) FTP - 1 Year - Qty 1	\$58.40
STF3321002-LIC	Stealth for Federal Client License Tier 2 (500-999 lic) FTP - 1 Year - Qty 1	\$51.59
STF3321003-LIC	Stealth for Federal Client License Tier 3 (1,000-4,999 lic) FTP - 1 Year - Qty 1	\$44.78
STF3321004-LIC	Stealth for Federal Client License Tier 4 (5,000-99,999 lic) FTP - 1 Year - Qty 1	\$35.04
STF3331001-LIC	Stealth for Federal VGD-Server License Tier 1 (1-499 lic) FTP - 1 Year - Qty 1	\$245.27
STF3331002-LIC	Stealth for Federal VGD-Server License Tier 2 (500-999 lic) FTP - 1 Year - Qty 1	\$183.95
STF3331003-LIC	Stealth for Federal VGD-Server License Tier 3 (1,000-4,999 lic) FTP - 1 Year - Qty 1	\$163.52
STF3331004-LIC	Stealth for Federal VGD-Server License Tier 4 (5,000-99,999 lic) FTP - 1 Year - Qty 1	\$114.85
STF3341001-LIC	Stealth for Federal VGD-Non Server License Tier 1 (1-499 lic) FTP - 1 Year - Qty 1	\$29.20
STF3341002-LIC	Stealth for Federal VGD-Non Server License Tier 2 (500-999 lic) FTP - 1 Year - Qty 1	\$25.31
STF3341003-LIC	Stealth for Federal VGD-Non Server License Tier 3 (1,000-4,999 lic) FTP - 1 Year - Qty 1	\$22.39
STF3341004-LIC	Stealth for Federal VGD-Non Server License Tier 4 (5,000-99,999 lic) FTP - 1 Year - Qty 1	\$17.52
STF3351001-LIC	Stealth for Federal Mobile License Tier 1 (1-499 lic) FTP - 1 Year - Qty 1	\$29.20
STF3351002-LIC	Stealth for Federal Mobile License Tier 2 (500-999 lic) FTP - 1 Year - Qty 1	\$25.31
STF3351003-LIC	Stealth for Federal Mobile License Tier 3 (1,000-4,999 lic) FTP - 1 Year - Qty 1	\$22.39
STF3351004-LIC	Stealth for Federal Mobile License Tier 4 (5,000-99,999 lic) FTP - 1 Year - Qty 1	\$17.52

USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS

PREAMBLE

SAIC 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 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.
- 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 Ms. Alecia Hall, 703 439-5102 [voice].

**BEST VALUE
BLANKET PURCHASE AGREEMENT
FEDERAL SUPPLY SCHEDULE**

(Insert Customer Name)

In the spirit of the Federal Acquisition Streamlining Act (ordering activity) and (Contractor) 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) _____.

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

_____	_____	_____	_____
Ordering Activity	Date	Contractor	Date

BPA NUMBER

(CUSTOMER NAME)

BLANKET PURCHASE AGREEMENT

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):

- (1) 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
_____	_____
_____	_____
_____	_____

- (2) Delivery:

DESTINATION	DELIVERY SCHEDULES/DATE
_____	_____
_____	_____
_____	_____

- (3) The ordering activity estimates, but does not guarantee, that the volume of purchases through this agreement will be _____.
- (4) This BPA does not obligate any funds.
- (5) This BPA expires on _____ or at the end of the contract period, whichever is earlier.
- (6) The following office(s) is hereby authorized to place orders under this BPA:

OFFICE	POINT OF CONTACT
_____	_____
_____	_____
_____	_____

- (7) Orders will be placed against this BPA via Electronic Data Interchange (EDI), FAX, or paper.
- (8) 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:
 - (a) Name of Contractor;
 - (b) Contract Number;
 - (c) BPA Number;
 - (d) Model Number or National Stock Number (NSN);
 - (e) Purchase Order Number;
 - (f) Date of Purchase;
 - (g) 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); and
 - (h) Date of Shipment.

- (9) 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.
- (10) 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 an 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.

TERMS AND CONDITIONS APPLICABLE TO CLOUD AND CLOUD-RELATED IT PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 518210C)

1. SCOPE

The prices, terms and conditions stated under Special Item Number (SIN) 518210C – Cloud and Cloud-Related IT Professional Services apply exclusively to Cloud Computing Services within the scope of this Schedule.

This SIN provides ordering activities with access to technical services that run in cloud environments and meet the NIST Definition of Cloud Computing Essential Characteristics. Services relating to or impinging on cloud that do not meet all NIST essential characteristics should be listed in other SINs.

The scope of this SIN is limited to cloud capabilities provided entirely as a service. Hardware, software and other artifacts supporting the physical construction of a private or other cloud are out of scope for this SIN. Currently, an Ordering Activity can procure the hardware and software needed to build on premise cloud functionality, through combining different services on other MAS SINs (e.g. 54151S).

Sub-categories in scope for this SIN are the three NIST Service Models: Software as a Service (SaaS), Platform as a Service (PaaS), and Infrastructure as a Service (IaaS). Offerors may optionally select a single sub-category that best fits a proposed cloud service offering. Only one sub-category may be selected per each proposed cloud service offering. Offerors may elect to submit multiple cloud service offerings, each with its own single sub-category. The selection of one of three sub-categories does not prevent Offerors from competing for orders under the other two sub-categories.

See service model guidance for advice on subcategory selection.

Sub-category selection within this SIN is optional for any individual cloud service offering, and new cloud computing technologies that do not align with the aforementioned three sub-categories may be included without a sub-category selection so long as they comply with the essential characteristics of cloud computing as outlined by NIST.

See Table 1 for a representation of the scope and sub-categories.

Table 1: Cloud Computing Services SIN

SIN Description	Sub-Categories
<ul style="list-style-type: none"> • Commercially available cloud computing services • Meets the National Institute for Standards and Technology (NIST) definition of Cloud Computing essential characteristics • Open to all deployment models (private, public, community or hybrid), vendors specify deployment models 	<ol style="list-style-type: none"> 1. Software as a Service (SaaS): Consumer uses provider's applications on cloud infrastructure. Does not manage/control platform or infrastructure. Limited application level configuration may be available. 2. Platform as a Service (PaaS): Consumer deploys applications onto cloud platform service using provider-supplied tools. Has control over deployed applications and some limited platform configuration but does not manage the platform or infrastructure. 3. Infrastructure as a Service (IaaS): Consumer provisions computing resources. Has control over OS, storage, platform, deployed applications and some limited infrastructure configuration, but does not manage the infrastructure.

2. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character.

- a. **Acceptance Testing**
Any required Acceptance Test Plans and Procedures shall be negotiated by the Ordering Activity at the task order level. The Contractor shall perform acceptance testing of the systems for Ordering Activity approval in accordance with the approved test procedures.
- b. **Training**
If training is provided commercially the Contractor shall provide normal commercial installation, operation, maintenance, and engineering interface training on the system.
Contractor is responsible for indicating if there are separate training charges.
- c. **Information Assurance/Security Requirements**
The contractor shall meet information assurance/security requirements in accordance with the Ordering Activity requirements at the Task Order level.
- d. **Related Professional Services**
The Contractor is responsible for working with the Ordering Activity to identify related professional services and any other services available on other SINs that may be associated with deploying a complete cloud solution. Any additional substantial and ongoing professional services related to the offering such as integration, migration, and other cloud professional services are out of scope for this SIN.
- e. **Performance of Cloud Computing Services**
The Contractor shall respond to Ordering Activity requirements at the Task Order level with proposed capabilities to Ordering Activity performance specifications or indicate that only standard specifications are offered. In all cases, the Contractor shall clearly indicate standard service levels, performance and scale capabilities.
The Contractor shall provide appropriate cloud computing services on the date and to the extent and scope agreed to by the Contractor and the Ordering Activity.
- f. **Reporting**
The Contractor shall respond to Ordering Activity requirements and specify general reporting capabilities available for the Ordering Activity to verify performance, cost and availability.
In accordance with commercial practices, the Contractor may furnish the Ordering Activity/user with a monthly summary Ordering Activity report.

3. RESPONSIBILITIES OF THE ORDERING ACTIVITY

The Ordering Activity is responsible for indicating the cloud computing services requirements unique to the Ordering Activity. Additional requirements should not contradict existing SIN or MAS Terms and Conditions. Ordering Activities should include (as applicable) Terms & Conditions to address Pricing, Security, Data Ownership, Geographic Restrictions, Privacy, SLAs, etc.

Cloud services typically operate under a shared responsibility model, with some responsibilities assigned to the Cloud Service Provider (CSP), some assigned to the Ordering Activity, and others shared between the two. The distribution of responsibilities will vary between providers and across service models. Ordering activities should engage with CSPs to fully understand and evaluate the shared responsibility model proposed. Federal Risk and Authorization Management Program (FedRAMP) documentation will be helpful regarding the security aspects of shared responsibilities, but operational aspects may require additional discussion with the provider.

- a. **Ordering Activity Information Assurance/Security Requirements Guidance**

- (1) The Ordering Activity is responsible for ensuring to the maximum extent practicable that each requirement issued is in compliance with the Federal Information Security Management Act (FISMA) as applicable.
- (2) The Ordering Activity shall assign a required impact level for confidentiality, integrity and availability (CIA) prior to issuing the initial statement of work.² The Contractor must be capable of meeting at least the minimum security requirements assigned against a low-impact information system in each CIA assessment area (per FIPS 200) and must detail the FISMA capabilities of the system in each of CIA assessment area.

***² Per Federal Information Processing Standards Publication 199 & 200 (FIPS 199, “Standards for Security Categorization of Federal Information and Information Systems”) (FIPS 200, “Minimum Security Requirements for Federal Information and Information Systems”)**

- (3) Agency level FISMA certification, accreditation, and evaluation activities are the responsibility of the Ordering Activity. The Ordering Activity reserves the right to independently evaluate, audit, and verify the FISMA compliance for any proposed or awarded Cloud Computing Services.
- (4) The Ordering Activity has final responsibility for assessing the FedRAMP status of the service, complying with and making a risk-based decision to grant an Authorization to Operate (ATO) for the cloud computing service, and continuous monitoring. A memorandum issued by the Office of Management and Budget (OMB) on Dec 8, 2011 outlines the responsibilities of Executive departments and agencies in the context of FedRAMP compliance.³

***³ MEMORANDUM FOR CHIEF INFORMATION OFFICERS: Security Authorization of Information Systems in Cloud Computing Environments. December 8, 2011**

- (5) Ordering activities are responsible for determining any additional information assurance and security related requirements based on the nature of the application and relevant mandates.

b. Deployment Model

If a particular deployment model (Private, Public, Community, or Hybrid) is desired, Ordering Activities are responsible for identifying the desired model(s). Alternately, Ordering Activities could identify requirements and assess Contractor responses to determine the most appropriate deployment model(s).

c. Delivery Schedule

The Ordering Activity shall specify the delivery schedule as part of the initial requirement. The Delivery Schedule options are found in Information for Ordering Activities Applicable to All Special Item Numbers.

d. Interoperability

Ordering Activities are responsible for identifying interoperability requirements. Ordering Activities should clearly delineate requirements for API implementation and standards conformance.

e. Performance of Cloud Computing Services

The Ordering Activity should clearly indicate any custom minimum service levels, performance and scale requirements as part of the initial requirement.

f. Reporting

The Ordering Activity should clearly indicate any cost, performance or availability reporting as part of the initial requirement.

g. Privacy

The Ordering Activity should specify the privacy characteristics of their service and engage with the Contractor to determine if the cloud service is capable of meeting Ordering Activity requirements. For example, a requirement could be requiring assurance that the service is capable of safeguarding Personally Identifiable Information (PII), in accordance with NIST SP 800-1224 and OMB memos M-06-165 and M-07-166. An Ordering Activity will determine what data elements constitute PII according to OMB Policy, NIST Guidance and Ordering Activity policy.

h. Accessibility

The Ordering Activity should specify the accessibility characteristics of their service and engage with the Contractor to determine the cloud service is capable of meeting Ordering Activity requirements. For example, a requirement could require assurance that the service is capable of providing accessibility based on Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d).

**₄ NIST SP 800-122, “Guide to Protecting the Confidentiality of Personally Identifiable Information (PII)”*

**₅ MB memo M-06-16: Protection of Sensitive Agency Information*

<http://www.whitehouse.gov/sites/default/files/omb/memoranda/fy2006/m06-16.pdf>

**₆ OMB Memo M-07-16: Safeguarding Against and Responding to the Breach of Personally Identifiable Information*

<http://www.whitehouse.gov/sites/default/files/omb/memoranda/fy2007/m07-16.pdf>

i. Geographic Requirements

Ordering activities are responsible for specifying any geographic requirements and engaging with the Contractor to determine that the cloud services offered have the capabilities to meet geographic requirements for all anticipated task orders. Common geographic concerns could include whether service data, processes and related artifacts can be confined on request to the United States and its territories, or the continental United States (CONUS).

j. Data Ownership and Retrieval and Intellectual Property

Intellectual property rights are not typically transferred in a cloud model. In general, CSPs retain ownership of the Intellectual Property (IP) underlying their services and the customer retains ownership of its intellectual property. The CSP gives the customer a license to use the cloud services for the duration of the contract without transferring rights. The government retains ownership of the IP and data they bring to the customized use of the service as spelled out in the FAR and related materials.

General considerations of data ownership and retrieval are covered under the MAS terms, the FAR and other laws, ordinances, and regulations (Federal, State, City, or otherwise). Because of considerations arising from cloud shared responsibility models, ordering activities should engage with the Contractor to develop more cloud-specific understandings of the boundaries between data owned by the government and that owned by the cloud service provider, and the specific terms of data retrieval.

In all cases, the Ordering Activity should enter into an agreement with a clear and enforceable understanding of the boundaries between government and cloud service provider data, and the form, format and mode of delivery for each kind of data belonging to the government.

The Ordering Activity should expect that the Contractor shall transfer data to the government at the government's request at any time, and in all cases when the service or order is terminated for any reason, by means, in formats and within a scope clearly understood at the initiation of the service. Example cases that might require clarification include status and mode of delivery for:

- Configuration information created by the government and affecting the government's use of the cloud provider's service.

- Virtual machine configurations created by the government but operating on the cloud provider's service.
- Profile, configuration and other metadata used to configure SaaS application services or PaaS platform services.

The key is to determine in advance the ownership of classes of data and the means by which Government owned data can be returned to the Government.

k. Service Location Distribution

The Ordering Activity should determine requirements for continuity of operations and performance and engage with the Contractor to ensure that cloud services have adequate service location distribution to meet anticipated requirements. Typical concerns include ensuring that:

- (1) Physical locations underlying the cloud are numerous enough to provide continuity of operations and geographically separate enough to avoid an anticipated single point of failure within the scope of anticipated emergency events.
- (2) Service endpoints for the cloud are able to meet anticipated performance requirements in terms of geographic proximity to service requestors.

Note that cloud providers may address concerns in the form of minimum distance between service locations, general regions where service locations are available, etc.

l. Related Professional Services

Ordering activities should engage with Contractors to discuss the availability of limited assistance with initial setup, training and access to the services that may be available through this SIN.

Any additional substantial and ongoing professional services related to the offering such as integration, migration, and other cloud professional services are out of scope for this SIN. Ordering activities should utilize the appropriate GSA MAS SIN(s) for these out of scope services.

4. GUIDANCE FOR CONTRACTORS

This section offers guidance for interpreting the Contractor Description Requirements in Table 2, including the NIST essential cloud characteristics, service models and deployment models. This section is not a list of requirements.

Contractor-specific definitions of cloud computing characteristics and models or significant variances from the NIST essential characteristics or models are discouraged and will not be considered in the scope of this SIN or accepted in response to Factors for Evaluation. The only applicable cloud characteristics, service model/subcategories and deployment models for this SIN will be drawn from the NIST 800-145 special publication. Services qualifying for listing as cloud computing services under this SIN must substantially satisfy the essential characteristics of cloud computing as documented in the NIST Definition of Cloud Computing SP 800-145⁷.

800-145⁷.^{*7} <http://csrc.nist.gov/publications/nistpubs/800-145/SP800-145.pdf>

Contractors must select deployment models corresponding to each way the service can be deployed. Multiple deployment model designations for a single cloud service are permitted but at least one deployment model must be selected.

In addition, contractors submitting services for listing under this SIN are encouraged to select a subcategory for each service proposed under this SIN with respect to a single principal NIST cloud service model that most aptly characterizes the service. Service model categorization is optional.

Both service and deployment model designations must accord with NIST definitions. Guidance is offered in this document on making the most appropriate selection.

a. NIST Essential Characteristics

General Guidance

NIST's essential cloud characteristics provide a consistent metric for whether a service is eligible for inclusion in this SIN. It is understood that due to legislative, funding and other constraints that government entities cannot always leverage a cloud service to the extent that all NIST essential characteristics are commercially available. For the purposes of the Cloud SIN, meeting the NIST essential characteristics is determined by whether each essential capability of the commercial service is available for the service, whether or not the Ordering Activity actually requests or implements the capability. The guidance in Table 3 offers examples of how services might or might not be included based on the essential characteristics, and how the Contractor should interpret the characteristics in light of current government contracting processes.

Table 3: Guidance on Meeting NIST Essential Characteristics

Characteristic	Capability	Guidance
On-demand self-service	<ul style="list-style-type: none"> • Ordering activities can directly provision services without requiring Contractor intervention. • This characteristic is typically implemented via a service console or programming interface for provisioning 	<p>Government procurement guidance varies on how to implement on-demand provisioning at this time. Ordering activities may approach on-demand in a variety of ways, including "not-to-exceed" limits, or imposing monthly or annual payments on what are essentially on demand services.</p> <p>Services under this SIN must be capable of true on-demand self-service, and ordering activities and Contractors must negotiate how they implement on demand capabilities in practice at the task order level:</p> <ul style="list-style-type: none"> • Ordering activities must specify their procurement approach and requirements for on-demand service • Contractors must propose how they intend to meet the approach • Contractors must certify that on-demand self-service is technically available for their service should procurement guidance become available.
Broad Network Access	<ul style="list-style-type: none"> • Ordering activities are able to access services over standard agency networks • Service can be accessed and consumed using standard devices such as browsers, tablets and mobile phones 	<ul style="list-style-type: none"> • Broad network access must be available without significant qualification and in relation to the deployment model and security domain of the service • Contractors must specify any ancillary activities, services or equipment required to access cloud services or integrate cloud with other cloud or non-cloud networks and services. For example a private cloud might require an Ordering Activity to

Characteristic	Capability	Guidance
Resource Pooling	<ul style="list-style-type: none"> Pooling distinguishes cloud services from offsite hosting. Ordering activities draw resources from a common pool maintained by the Contractor Resources may have general characteristics such as regional location 	<p>purchase or provide a dedicated router, etc. which is acceptable but should be indicated by the Contractor.</p> <ul style="list-style-type: none"> The cloud service must draw from a pool of resources and provide an automated means for the Ordering Activity to dynamically allocate them. Manual allocation, e.g. manual operations at a physical server farm where Contractor staff configure servers in response to Ordering Activity requests, does not meet this requirement Similar concerns apply to software and platform models; automated provisioning from a pool is required Ordering activities may request dedicated physical hardware, software or platform resources to access a private cloud deployment service. However the provisioned cloud resources must be drawn from a common pool and automatically allocated on request.
Rapid Elasticity	<ul style="list-style-type: none"> Rapid provisioning and de-provisioning commensurate with demand 	<ul style="list-style-type: none"> Rapid elasticity is a specific demand-driven case of self-service Procurement guidance for on-demand self-service applies to rapid elasticity as well, i.e. rapid elasticity must be technically available but ordering activities and Contractors may mutually negotiate other contractual arrangements for procurement and payment. 'Rapid' should be understood as measured in minutes and hours, not days or weeks. Elastic capabilities by manual request, e.g. via a console operation or programming interface call, are required Automated elasticity which is driven dynamically by system load, etc. is optional. Contractors must specify whether automated demand-drive elasticity is available and the general mechanisms that drive the capability.
Measured Service	<ul style="list-style-type: none"> Measured service should be understood as a reporting requirement that enables an Ordering Activity to control their use in cooperation with self service 	<ul style="list-style-type: none"> Procurement guidance for on-demand self-service applies to measured service as well, i.e. rapid elasticity must be technically available but ordering activities and Contractors may mutually designate other contractual arrangements. Regardless of specific

Characteristic	Capability	Guidance
		contractual arrangements, reporting must indicate actual usage, be continuously available to the Ordering Activity, and provide meaningful metrics appropriate to the service measured <ul style="list-style-type: none"> Contractors must specify that measured service is available and the general sort of metrics and mechanisms available

Inheriting Essential Characteristics

Cloud services may depend on other cloud services, and cloud service models such as PaaS and SaaS are able to inherit essential characteristics from other cloud services that support them. For example a PaaS platform service can inherit the broad network access made available by the IaaS service it runs on, and in such a situation would be fully compliant with the broad network access essential characteristic. Services inheriting essential characteristics must make the inherited characteristic fully available at their level of delivery to claim the relevant characteristic by inheritance.

Inheriting characteristics does not require the inheriting provider to directly bundle or integrate the inherited service, but it does require a reasonable measure of support and identification. For example, the Ordering Activity may acquire an IaaS service from “Provider A” and a PaaS service from “Provider B”. The PaaS service may inherit broad network access from “Provider A” but must identify and support the inherited service as an acceptable IaaS provider.

Assessing Broad Network Access

Typically broad network access for public deployment models implies high bandwidth access from the public internet for authorized users. In a private cloud deployment internet access might be considered broad access, as might be access through a dedicated shared high bandwidth network connection from the Ordering Activity, in accord with the private nature of the deployment model.

Resource Pooling and Private Cloud

All cloud resource pools are finite, and only give the appearance of infinite resources when sufficiently large, as is sometimes the case with a public cloud. The resource pool supporting a private cloud is typically smaller with more visible limits. A finite pool of resources purchased as a private cloud service qualifies as resource pooling so long as the resources within the pool can be dynamically allocated to the ultimate users of the resource, even though the pool itself appears finite to the Ordering Activity that procures access to the pool as a source of dynamic service allocation.

b. **NIST Service Model**

The Contractor may optionally document the service model of cloud computing (e.g. IaaS, PaaS, SaaS, or a combination thereof, that most closely describes their offering, using the definitions in The NIST Definition of Cloud Computing SP 800-145. The following guidance is offered for the proper selection of service models.

NIST’s service models provide this SIN with a set of consistent sub-categories to assist ordering activities in locating and comparing services of interest. Service model is primarily concerned with the nature of the service offered and the staff and activities most likely to interact with the service. Contractors should select a single service model most closely corresponding to their proposed service based on the guidance below. It is understood that cloud services can technically

incorporate multiple service models and the intent is to provide the single best categorization of the service.

Contractors should take care to select the NIST service model most closely corresponding to each service offered. Contractors should not invent, proliferate or select multiple cloud service model sub-categories to distinguish their offerings, because ad-hoc categorization prevents consumers from comparing similar offerings. Instead, vendors should make full use of the existing NIST categories to the fullest extent possible.

For example, in this SIN an offering commercially marketed by a Contractor as “Storage as a Service” would be properly characterized as Infrastructure as a Service (IaaS), storage being a subset of infrastructure. Services commercially marketed as “LAMP as a Service” or “Database as a Service” would be properly characterized under this SIN as Platform as a Service (PaaS), as they deliver two kinds of platform services. Services commercially marketed as “Travel Facilitation as a Service” or “Email as a Service” would be properly characterized as species of Software as a Service (SaaS) for this SIN.

However, Contractors can and should include appropriate descriptions (include commercial marketing terms) of the service in the full descriptions of the service’s capabilities.

When choosing between equally plausible service model sub-categories, Contractors should consider several factors:

- (1) **Visibility to the Ordering Activity.** Service model sub-categories in this SIN exist to help Ordering Activities match their requirements with service characteristics. Contractors should select the most intuitive and appropriate service model from the point of view of an Ordering Activity.
- (2) **Primary Focus of the Service.** Services may offer a mix of capabilities that span service models in the strict technical sense. For example, a service may offer both IaaS capabilities for processing and storage, along with some PaaS capabilities for application deployment, or SaaS capabilities for specific applications. In a service mix situation the Contractor should select the service model that is their primary focus. Alternatively, contractors may choose to submit multiple service offerings for the SIN, each optionally and separately subcategorized.
- (3) **Ordering Activity Role.** Contractors should consider the operational role of the Ordering Activity’s primary actual consumer or operator of the service. For example, services most often consumed by system managers are likely to fit best as IaaS; services most often consumed by application deployers or developers as PaaS, and services most often consumed by business users as SaaS.
- (4) **Lowest Level of Configurability.** Contractors can consider IaaS, PaaS and SaaS as an ascending hierarchy of complexity, and select the model with the lowest level of available Ordering Activity interaction. As an example, virtual machines are an IaaS service often bundled with a range of operating systems, which are PaaS services. The Ordering Activity usually has access to configure the lower level IaaS service, and the overall service should be considered IaaS. In cases where the Ordering Activity cannot configure the speed, memory, network configuration, or any other aspect of the IaaS component, consider categorizing as a PaaS service.

Cloud management and cloud broker services should be categorized based on their own characteristics and not those of the other cloud services that are their targets. Management and broker services typically fit the SaaS service model, regardless of whether the services they manage are SaaS, PaaS or IaaS. Use Table 3 to determine which service model is appropriate for the cloud management or cloud broker services, or, alternately choose not to select a service model for the service.

The guidance in Table 3 offers examples of how services might be properly mapped to NIST service models and how a Contractor should interpret the service model sub-categories.

Table 4: Service Model Guidance

Service Model	Guidance
Infrastructure as a Service (IaaS)	<p>Select an IaaS model for service based equivalents of hardware appliances such as virtual machines, storage devices, routers and other physical devices.</p> <ul style="list-style-type: none"> • IaaS services are typically consumed by system or device managers who would configure physical hardware in a non-cloud setting • The principal customer interaction with an IaaS service is provisioning then configuration, equivalent to procuring and then configuring a physical device. <p>Examples of IaaS services include virtual machines, object storage, disk block storage, network routers and firewalls, software defined networks.</p> <p>Gray areas include services that emulate or act as dedicated appliances and are directly used by applications, such as search appliances, security appliances, etc. To the extent that these services or their emulated devices provide direct capability to an application they might be better classified as Platform services (PaaS). To the extent that they resemble raw hardware and are consumed by other platform services they are better classified as IaaS.</p>
Platform as a Service (PaaS)	<p>Select a PaaS model for service based equivalents of complete or partial software platforms. For the purposes of this classification, consider a platform as a set of software services capable of deploying all or part of an application.</p> <ul style="list-style-type: none"> • A complete platform can deploy an entire application. Complete platforms can be proprietary or open source • Partial platforms can deploy a component of an application which combined with other components make up the entire deployment • PaaS services are typically consumed by application deployment staff whose responsibility is to take a completed agency application and cause it to run on the designated complete or partial platform service • The principal customer interaction with a PaaS service is deployment, equivalent to deploying an application or portion of an application on a software platform service. • A limited range of configuration options for the platform service may be available. <p>Examples of complete PaaS services include:</p> <ul style="list-style-type: none"> • A Linux/Apache/MySQL/PHP (LAMP) platform ready to deploy a customer PHP application, • a Windows .Net platform ready to deploy a .Net application, • A custom complete platform ready to develop and deploy an customer application in a proprietary language • A multiple capability platform ready to deploy an arbitrary customer application on a range of underlying

Service Model	Guidance
	<p>software services. The essential characteristic of a complete PaaS is defined by the customer's ability to deploy a complete custom application directly on the platform.</p> <p>PaaS includes partial services as well as complete platform services. Illustrative examples of individual platform enablers or components include:</p> <ul style="list-style-type: none"> • A database service ready to deploy a customer's tables, views and procedures, • A queuing service ready to deploy a customer's message definitions • A security service ready to deploy a customer's constraints and target applications for continuous monitoring <p>The essential characteristic of an individual PaaS component is the customer's ability to deploy their unique structures and/or data onto the component for a partial platform function.</p> <p>Note that both the partial and complete PaaS examples all have two things in common:</p> <ul style="list-style-type: none"> • They are software services, which offer significant core functionality out of the box • They must be configured with customer data and structures to deliver results <p>As noted in IaaS, operating systems represent a grey area in that OS is definitely a platform service, but is typically bundled with IaaS infrastructure. If your service provides an OS but allows for interaction with infrastructure, please sub-categorize it as IaaS. If your service "hides" underlying infrastructure, consider it as PaaS.</p>
Software as a Service (SaaS)	<ul style="list-style-type: none"> • SaaS services are typically consumed by business or subject-matter staff who would interact directly with the application in a non-cloud setting • The principal customer interaction with a SaaS service is actual operation and consumption of the application services the SaaS service provides. <p>Some minor configuration may be available, but the scope of the configuration is limited to the scope and then the permissions of the configuring user. For example, an agency manager might be able to configure some aspects of the application for their agency but not all agencies. An agency user might be able to configure some aspects for themselves but not everyone in their agency. Typically, only the Contractor would be permitted to configure aspects of the software for all users.</p> <p>Examples of SaaS services include email systems, business systems of all sorts such as travel systems, inventory systems, etc., wiki's, websites or content management systems, management applications that allow a customer to manage other cloud or non-cloud services, and in general any system where customers interact directly for a business purpose.</p>

Service Model	Guidance
	Gray areas include services that customers use to configure other cloud services, such as cloud management software, cloud brokers, etc. In general, these sorts of systems should be considered SaaS, per guidance in this document.

c. **Deployment Model**

Deployment models (e.g. private, public, community, or hybrid) are not restricted at the SIN level and any specifications for a deployment model are the responsibility of the Ordering Activity.

Multiple deployment model selection is permitted, but at least one model must be selected. The guidance in Table 4 offers examples of how services might be properly mapped to NIST deployment models and how the Contractor should interpret the deployment model characteristics. Contractors should take care to select the range of NIST deployment models most closely corresponding to each service offered.

Note that the scope of this SIN does not include hardware or software components used to construct a cloud, only cloud capabilities delivered as a service, as noted in the Scope section.

Table 5: Guidance for Selecting a Deployment Model

Deployment Model	Guidance
Private Cloud	The service is provided exclusively for the benefit of a definable organization and its components; access from outside the organization is prohibited. The actual services may be provided by third parties, and may be physically located as required, but access is strictly defined by membership in the owning organization.
Public Cloud	The service is provided for general public use and can be accessed by any entity or organization willing to contract for it.
Community Cloud	The service is provided for the exclusive use of a community with a definable shared boundary such as a mission or interest. As with private cloud, the service may be in any suitable location and administered by a community member or a third party.
Hybrid Cloud	The service is provided for the exclusive use of a community with a definable shared boundary such as a mission or interest. As with private cloud, the service may be in any suitable location and administered by a community member or a third party.

DESCRIPTION OF CLOUD COMPUTING SERVICES AND PRICING

1.0 AZURE CLOUDFORTE OVERVIEW

Overview

The SAIC CloudForte™ (UCF) solution is a preconfigured, pre-integrated infrastructure and platform management solution designed to simplify a customer's journey to the cloud through automated setup, governance, and billing. Using preconfigured templates developed by our cloud experts, customers are able to accelerate adoption of industry best practice design, development, testing, and deployment of solutions in a cloud native or hybrid environment. In addition, as a managed service our solution is continually updated to incorporate new services offered by cloud providers and we are able to bring those new services into customer environments utilizing current best practices. Our primary objectives for this solution are to meet customer needs for easy business and technical account setup, administration, and coordination for their Azure environment. These capabilities are encapsulated in our Consume and Command services.

CloudForte™ for Azure is unique to the need of the US Federal Government in that it includes functionality that cross-references the master government contract vehicle and associated contract line items to accurately represent charges against the governing contract and contract line item.

2.0 AZURE CLOUDFORTE (UCF) SERVICE OFFERINGS

SAIC CloudForte™ for Azure is a next generation managed cloud service that provides integrated management features on top of Microsoft Azure Gov cloud. It provides federal agencies with a cloud service that is fully managed with industry best practices and implemented with native cloud services available in Azure Gov cloud.

UCF solutions are offered at the Azure account level, but a customer's environment will be setup to seamlessly manage multiple accounts under a single UCF contract. Azure Subscription ID distinguishes different customers' Azure accounts. A customer may have one or more accounts that can all be managed under a single UCF contract. Our UCF solution provides the Azure Billing Dashboard where customers can view their current Azure spend, generate reports, and have visibility into detailed usage and billing data. Our solution also configures the customer account budget and configure alerts and notifications based on this budget and actual spending. Upon the customer's decision on appropriate invoicing method, UCF solutions set templated parameters and run an automated script to produce monthly invoices.

Azure Business Support is included, as a part of the UCF offering. This service, provided directly by Microsoft Azure (not the UCF Team), provides our customers with 24x7 access to Microsoft Cloud Support Engineers via email, chat, and phone, as well as access to many other resources.

Features of our UCF solutions are described in Table below:

ON-DEMAND SELF SERVICE: At the basic level, UCF encompasses services of Account Setup, Billing, Cost Metering and Invoicing. In contrast to consuming the Azure cloud service directly, our UCF cloud service provides customers with a managed cloud service on top of Azure cloud. The SAIC managed Azure Gov Account, our UCF service portal, and the approved Azure service catalog are the key building solution components for the self service features in our UCF. We leverage native Azure services to define service templates and provisioning blueprints the UCF portal. Our clients can access these templates and blueprints to access and provision Azure cloud services on demand.

The service portal in our CloudForte™ solution provides the cloud service catalog with an intuitive user interface that enables effective self-service. Our CloudForte™ includes a governance engine that automates predefined policies. Based on the business needs, all resources are being controlled and managed by the governance engine. When resources are not being used, they will be automatically shut down (or removed if appropriate) and will be started (or spawned up) on demand when needed. Since the

governance engine and provisioning mechanism is built with native Azure cloud service and the underlying cloud resources are Azure cloud resources, our UCF cloud service is truly elastic and on demand.

Broad Network Access: UCF is a value added, managed cloud service with web interfaces and native Azure Gov cloud services. It allows for user interfaces and computing resources to be available through standard mechanisms such as HTTP, HTTPS, and SOAP protocols. It allows for access by all variety of clients such as laptops, mobile phones and other devices. Our UCF leverages the networking capability and features of the underlying Azure cloud and make it more easily manageable

Resource Pooling: UCF uses Azure Government cloud as our primary hosting environment. It inherits the resource pooling feature of the Azure Gov cloud for compute, storage, network, and cloud application services. Our UCF portal itself is a multi-tenant configuration to allow multiple customers to manage their own cloud account and their own cloud environment and services. It is designed to provide customer partitions with highly scalable services to support a large number of unrelated cloud customers. Billing and metering are managed at customer account level. CloudForte™ provides the cloud billing, metering, invoicing, and cost optimization features to allow customers to track and manage resource utilization and to optimize expense management.

Rapid Elasticity: Since all the components of UCF solutions are native cloud services in Azure cloud, it inherits the attribute of rapid elasticity from Azure cloud. The UCF policy engine can automate the spawn-up and shutdown of any resources based on predefined resource policies. It supports dynamic provisioning. It not only provides prebuilt resource templates and blueprints for cloud services, but also provides direct access to all Azure native services to allow users directly provision services. Policies and condition response automation can be configured in UCF to perform dynamic provisioning automatically.

Measured Service: UCF provides managed Azure Gov cloud with measured services. It monitors and measures the service utilization, CPU, memory, storage utilization, and network bandwidth usage to make sure cloud consumers have direct visibility and measurement on services and cost. It also provides SLA measurement, monitoring, and reporting. The basic level SLA focuses on service availability.

Cloud Computing Deployment Model: The deployment model for UCF is a Public Cloud model following the National Institute of Standards and Technologies (NIST) definitions. It is deployed and hosted on Azure Gov cloud.

Cloud Computing Service Model: UCF service model is PaaS (Platform as a Service). It runs on Azure Gov cloud and provides an easy-to-use platform for customers to access and manage their applications, services, workloads in Azure Gov cloud without having to build these capabilities from scratch.

3.0 AZURE CLOUDFORTE (UCF) PRICING

3.1 Consume Setup

Pricing for setting up a customer's environment will be calculated based on the number of accounts.

When additional requirements such as below are required and level of effort can vary, this service is provided via a statement of work using SIN 54151S for IT Professional Services.

3.2 Consume Pricing – Azure Usage

At the consume tier, SAIC has bundled Azure GovCloud usage and all services as outlined in the CloudForte Consume service offerings (Section 2.1), to include Billing, Metering, and Invoicing, Azure Business Support, as well as continual access to our proprietary automation that governs the customer environment (e.g. notifications, invoice approval workflow).

Azure usage will be aggregated monthly and billed through a single CLIN. A single CLIN is used for funding/invoicing by default, additional and more detailed CLIN structures can be developed through professional services for an additional price.

Usage by service category (e.g. compute, storage, data transfer) will be exposed down to the Azure defined ratecode level through the use of dashboarding and reporting tools. The UCF team can customize this dashboard to specific customer requirements for an additional fee.

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	PRODUCT DESCRIPTION	GSA OFFER PRICE (inclusive of the .75% IFF)
518210C	SAIC Corp	UCF1000-1C	CloudForte Consume AZURE GovCloud - Tier 1	CloudForte Consume for MS Azure Government Cloud -\$100 in usage fees at MS Azure Government Cloud List Price. Consume includes: Account Setup service, aggregated Billing, Cost Metering, and Invoicing*	\$106.20
518210C	SAIC Corp	UCF1000-2C	CloudForte Consume AZURE GovCloud - Tier 2	CloudForte Consume for MS Azure Government Cloud -\$1,000 in usage fees at MS Azure Government Cloud List Price. Consume includes: Account Setup service, aggregated Billing, Cost Metering, and Invoicing*	\$1,051.38
518210C	SAIC Corp	UCF1000-3C	CloudForte Consume AZURE GovCloud - Tier 3	CloudForte Consume for MS Azure Government Cloud -\$10,000 in usage fees at MS Azure Government Cloud List Price. Consume includes: Account Setup service, aggregated Billing, Cost Metering, and Invoicing*	\$10,408.66
518210C	SAIC Corp	UCF1000-4C	CloudForte Consume AZURE GovCloud - Tier 4	CloudForte Consume for MS Azure Government Cloud -\$100,000 in usage fees at MS Azure Government Cloud List Price. Consume includes: Account Setup service, aggregated Billing, Cost Metering, and Invoicing*	\$102,004.89
518210C	SAIC Corp	UCF1000-5C	CloudForte Consume AZURE GovCloud - Tier 5	CloudForte Consume for MS Azure Government Cloud -\$1,000,000 in usage fees at MS Azure Government Cloud List Price. Consume includes: Account Setup service, aggregated	\$999,647.90

				Billing, Cost Metering, and Invoicing*	
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* Fees include all services provided in the Section 2.1 description to include SAIC CloudForte Consume services and support.

EXHIBIT A

Microsoft Cloud Agreement US Government Community Cloud

This Microsoft Cloud Agreement is incorporated into the Customer Agreement entered into between the customer who is a Community member (“**Customer**”) and the person or entity who has entered into a prime contract with the Customer (“**Contractor**”) as an addendum and governs Customer’s use of the Microsoft Products. It consists of the terms and conditions below, Use Rights, SLA, and all documents referenced within those documents (together, the “**agreement**”). It is effective on the date that the Contractor provisions the Customer’s Subscription. Key terms are defined in Section 9.

1. **Grants, rights and terms.**

All rights granted under this agreement are non-exclusive and non-transferable and apply as long as neither Customer nor any of its Affiliates is in material breach of this agreement.

a. Software. Upon acceptance of each order, Microsoft grants Customer a limited right to use the Software in the quantities ordered.

(i) **Use Rights. The Use Rights in effect when Customer orders Software will apply to Customer’s use of the version of the Software that is current at the time.** For future versions and new Software, the Use Rights in effect when those versions and Software are first released will apply. Changes Microsoft makes to the Use Rights for a particular version will not apply unless Customer chooses to have those changes apply.

(ii) **Temporary and perpetual licenses.** Licenses available on a subscription basis are temporary. For all other licenses, the right to use Software becomes perpetual upon payment in full.

b. Online Services. Customer may use the Online Services as provided in this agreement.

(iii) **Online Services Terms.** The Online Services Terms in effect when Customer orders or renews a Subscription to an Online Service will apply for the applicable Subscription term. For Online Services that are billed periodically based on consumption, the Online Services Terms current at the start of each billing period will apply to usage during that period.

(iv) **Suspension.** Microsoft may suspend use of an Online Service during Customer’s violation of the Acceptable Use Policy or failure to respond to a claim of alleged infringement. Microsoft will give Customer notice before suspending an Online Service when reasonable.

- (v) **End Users.** Customer controls access by End Users, and is responsible for their use of the Product in accordance with this agreement. For example, Customer will ensure End Users comply with the Acceptable Use Policy.
- (vi) **Customer Data.** Customer is solely responsible for the content of all Customer Data. Customer will secure and maintain all rights in Customer Data necessary for Microsoft to provide the Online Services to Customer without violating the rights of any third party or otherwise obligating Microsoft to Customer or to any third party. Microsoft does not and will not assume any obligations with **respect to Customer Data or to Customer's use of the Product other** than as expressly set forth in this agreement or as required by applicable law.
- (vii) **Responsibility for your accounts.** Customer is responsible for maintaining the confidentiality of any **non-public authentication credentials associated with Customer's use of the Online Services.**
- Customer must promptly notify customer support about any possible misuse of Customer's accounts or authentication credentials or any security incident related to the Online Services.
- c. **Reservation of rights.** Products are protected by copyright and other intellectual property rights laws and international treaties. Microsoft reserves all rights not expressly granted in this agreement. No rights will be granted or implied by waiver or estoppel. Rights to access or use Software on a device do not give Customer any right to implement Microsoft patents or other Microsoft intellectual property in the device itself or in any other software or devices.
- a. **Restrictions.** Customer may use the Product only in accordance with this agreement. Customer may not (and is not licensed to): (1) reverse engineer, decompile or disassemble any Product or Fix, or attempt to do so; (2) install or use non-Microsoft software or technology in any way that would subject Microsoft's intellectual property or technology to any other license terms; or (3) work around any technical limitations in a Product or Fix or restrictions in Product documentation. Customer may not disable, tamper with, or otherwise attempt to circumvent any billing mechanism that meters Customer's use of the Online Services. Except as expressly permitted in this agreement or Product documentation, Customer may not distribute, sublicense, rent, lease, lend, resell or transfer and Products, in whole or in part, or use them to offer hosting services to a third party.
- b. **Preview releases.** Microsoft may make Previews available. **Previews are provided "as-is," "with all faults," and "as-available," and are excluded from the SLA and all limited warranties provided in this agreement.** Previews may not be covered by customer support. Previews may be subject to reduced or different security, compliance, and privacy commitments, as further explained in the Online Services Terms and any additional notices provided with the Preview. Microsoft may change or discontinue Previews at any time without notice. Microsoft also may choose not to release a Preview into "General Availability."
- c. **Verifying compliance for Products.**
- (i) **Right to verify compliance.** Customer must keep records relating to all use and distribution of Products by Customer and its Affiliates. Microsoft has the right, at its expense, to verify compliance with the Products' license terms. Customer must promptly provide any information reasonably requested by the independent auditors retained by Microsoft in furtherance of the verification, including access to systems running the Products and evidence of licenses for Products that Customer hosts, sublicenses, or distributes to third parties. Customer agrees to complete Microsoft's self-audit process, which Microsoft may request as an alternative to a third-party audit.

- (ii) **Remedies for non-compliance.** If verification or self-audit reveals any unlicensed use of Products, then within 30 days Customer must order sufficient licenses to cover its use. If unlicensed use or distribution is 5% or more, the Customer may be completely responsible for the costs Microsoft has incurred in verification, to the extent permitted by 31 U.S.C. § 1341 (Anti-Deficiency Act) and other applicable Federal law or similar state law (as applicable). The unlicensed use percentage is based on the total number of licenses purchased compared to actual install base. Notwithstanding the foregoing, nothing in this section prevents the Customer from disputing any invoice in accordance with the Contract Disputes Act (41 U.S.C. §§71017109), if and as applicable. If there is no unlicensed use, Microsoft will not subject Customer to another verification for at least one year. By exercising the rights and procedures described above, Microsoft does not waive its rights to enforce this agreement or to protect its intellectual property by any other legal means.

(iii) **Verification process.** Microsoft will notify Customer at least 30 days in advance of its intent to verify Customers' compliance with the license terms for the Products Customer and its Affiliates use or distribute. Microsoft will engage an independent auditor, which will be subject to a confidentiality obligation. Any information collected in the self-audit will be used solely for purposes of determining compliance. This verification will take place during normal business hours and in a manner that does not unreasonably interfere with Customer's operations.

2. **Subscriptions, ordering.**

- a. **Available Subscription offers.** The Subscription offers available to Customer will be established by the Customer Agreement and generally can be categorized as one or a combination of the following:

- (viii) **Online Services Commitment Offering.** Customer commits in advance to purchase a specific quantity of Online Services for use during a Term and to pay upfront or on a periodic basis for continued use of the Online Service.
- (ix) **Consumption Offering (also called Pay-As-You-Go).** Customer pays based on actual usage with no upfront commitment.
- (x) **Limited Offering.** Customer receives a limited quantity of Online Services for a limited term without charge (for example, a free trial) or as part of another Microsoft offering (for example, MSDN). Provisions in this agreement with respect to the SLA and data retention may not apply.
- (xi) **Software Commitment Offering.** Customer commits in advance to purchase a specific quantity of Software for use during a Term and to pay upfront or on a periodic basis for continued use of the Software.

b. **Ordering.**

- (xii) Orders must be placed through the Contractor. Customer may place orders for its Affiliates under this agreement and grant its Affiliates administrative rights to manage the Subscription, but, Affiliates may not place orders under this agreement. Customer also may assign the rights granted under Section 1.a and 1.b to a third party for use by that third party in Customer's internal business. If Customer grants any rights to Affiliates or third parties with respect to **Software or Customer's Subscription, such Affiliates or third parties will be bound by this agreement and**

Customer agrees to be jointly and severally liable for any actions of such Affiliates or third parties related to their use of the Products.

(xiii) The Contractor may permit Customer to modify the quantity of Online Services ordered during the Term of a Subscription. Additional quantities of Online Services added to a Subscription will expire at the end of that Subscription.

c. Pricing and payment. Prices for each Product and any terms and conditions for invoicing and payment will be established by the Contractor.

d. Renewal.

(xiv) Upon renewal of a Subscription, Customer may be required to sign a new agreement, a supplemental agreement or an amendment to this agreement.

(i) **Customer's Subscription will automatically renew unless Customer provides the Contractor notice of its intent not to renew prior to the expiration of the Term.**

e. Eligibility for Academic, Government and Nonprofit versions. Customer agrees that if it is purchasing an academic, government or nonprofit offer, Customer meets the respective eligibility requirements listed at the following sites:

(xv) For academic offers, the requirements for educational institutions (including administrative offices or boards of education, public libraries, or public museums) listed at <http://go.microsoft.com/academic>;

(xvi) For government offers, the requirements listed at <http://go.microsoft.com/government>; and

(xvii) For nonprofit offers, the requirements listed at <http://go.microsoft.com/nonprofit>.

As an exception to the foregoing, if Customer is not a government entity but has been verified by Contractor to be an eligible member of the Community, then the requirements in (ii) above shall not apply. Microsoft reserves the right to verify eligibility at any time and suspend the Online Service if the eligibility requirements are not met.

f. Taxes. The parties are not liable for any of the taxes of the other party that the other party is legally obligated to pay and which are incurred or arise in connection with or related to the transactions contemplated under this agreement, and all such taxes will be the financial responsibility of the party who is obligated by operation of law to pay such tax.

3. Term, termination.

d. Agreement term and termination. This agreement will remain in effect until the expiration or termination of the Customer Agreement Contract, whichever is earliest.

e. Cancel a Subscription. The Customer Agreement will establish the terms and conditions, if any, upon which Customer may cancel a Subscription.

4. Security, privacy, and data protection.

f. Reseller Administrator Access and Customer Data. Customer acknowledges and agrees that (i) the Contractor will be the primary administrator of the Online Services for the Term and will have administrative privileges and access to Customer Data, however, Customer may request additional administrator privileges from its Contractor; (ii) Customer can, at its sole discretion and at any time during the Term, terminate its Contractor's administrative privileges; (iii) the Contractor's privacy

practices with respect to Customer Data or any services provided by the Contractor are subject to the terms of the Customer Agreement and may differ from Microsoft's privacy practices; and (iv) the Contractor may collect, use, transfer, disclose, and otherwise process Customer Data, including personal data. Customer consents to Microsoft providing the Contractor with Customer Data and information that Customer provides to Microsoft for purposes of ordering, provisioning and administering the Online Services.

g. If Customer plan to include criminal justice information or federal tax information with its Customer Data, it is Customer's responsibility to ensure compliance with FBI CJIS Policy, including ensuring that all of Customer's and/or Contractor's employees that will have unencrypted access to Customer Data meet the FBI background check. Customer must contract Contractor to obtain an applicable amendment to this Government Agreement for that purpose.

h. Customer consents to the processing of personal information by Microsoft and its agents to facilitate the subject matter of this agreement. Customer may choose to provide personal information to Microsoft on behalf of third parties (including your contacts, resellers, distributors, administrators, and employees) as part of this agreement. Customer will obtain all required consents from third parties under applicable privacy and data protection laws before providing personal information to Microsoft.

Additional privacy and security details are in the Online Services Terms. The commitments made in the Online Services Terms only apply to the Online Services purchased under this agreement and not to any services or products provided by the Contractor.

e. As and to the extent required by law, Customer shall notify the individual users of the Online Services that their data may be processed for the purpose of disclosing it to law enforcement or other governmental authorities as directed by the Contractor or as required by law, and Customer shall obtain the users' consent to the same.

i. Customer appoints the Contractor as its agent for purposes of interfacing with and providing instructions to Microsoft for purposes of this Section 4.

5. Warranties.

a. Limited warranty.

(xviii) Software. Microsoft warrants that each version of the Software will perform substantially as described in the applicable Product documentation for one year from the date Customer is first licensed for that version. If it does not, and Customer notifies Microsoft within the warranty term, then Microsoft will, at its option, (1) return the price Customer paid for the Software license or (2) repair or replace the Software.

(xix) Online Services. Microsoft warrants that each Online Service will perform in accordance with the applicable SLA during Customer's use. Customer's remedies for breach of this warranty are in the SLA. The remedies above are Customer's sole remedies for breach of the warranties in this section. Customer waives any breach of warranty claims not made during the warranty period.

b. Exclusions. The warranties in this agreement do not apply to problems caused by accident, abuse or use inconsistent with this agreement, including failure to meet minimum system requirements. These warranties do not apply to free or trial products, Previews, Limited Offerings, or to components of Products that Customer is permitted to redistribute.

- c. **Disclaimer.** Except for the limited warranties above, to the extent not prohibited by applicable law, Microsoft provides no warranties or conditions for Products and disclaims any other express, implied, or statutory warranties for Products, including warranties of quality, title, non-infringement, merchantability and fitness for a particular purpose.

6. Defense of third party claims.

- a. **By Microsoft.** Microsoft will defend Customer against any third-party claim to the extent it alleges that a Product or Fix made available by Microsoft for a fee and used within the scope of the license granted under this agreement (unmodified from the form provided by Microsoft and not combined with anything else), misappropriates a trade secret or directly infringes a patent, copyright, trademark or other proprietary right of a third party. If Microsoft is unable to resolve a claim of infringement under commercially reasonable terms, it may, as its option, either: (1) modify or replace the Product or fix with a functional equivalent; or (2) terminate Customer's license and refund any prepaid license fees (less depreciation on a five-year, straight-line basis) for perpetual licenses and any amount paid for Online Services for any usage period after the termination date. Microsoft will not be liable for any claims or damages due to Customer's continued use of a Product or Fix after being notified to stop due to a third-party claim.

- b. **Customer's agreement.** Customer agrees that use of Customer Data or non-Microsoft software Microsoft provides or otherwise makes available on Customer's behalf will not infringe any third party's patent, copyright or trademark or make unlawful use of any third party's trade secret. In addition, Customer will not use an Online Service to gain unauthorized access to or disrupt any service, data, account or network in connection with the use of the Online Services.

c. Rights and remedies in case of possible infringement or misappropriation.

If Microsoft reasonably believes that a claim under this section may result in a legal bar prohibiting Customer's use of the Product or Fix, Microsoft will seek to obtain the right for Customer to keep using it or modify or replace it with a functional equivalent, in which case Customer must discontinue use of the prior version immediately. If these options are not commercially reasonable, Microsoft may terminate Customer's right to the Product or Fix and refund any amounts Customer has paid for those rights to Software and Fixes and, for Online Services, any amount paid for a usage period after the termination date.

- d. **d. Other terms. Customer must notify Microsoft** promptly in writing of a claim subject to this section; give Microsoft sole control over the defense and settlement (provided that for any Federal Agency Customers, the control of the defense and settlement is subject to 28 U.S.C. 516); and provide reasonable assistance in defending the claim. Microsoft will reimburse Customer for reasonable out of pocket expenses that it incurs in helping. The remedies provided in this section are the exclusive remedies for the claims described in this section.

Notwithstanding the foregoing, and solely with respect to Federal Agency Customers, Microsoft's rights set forth in this section (and the rights of the third party claiming infringement) shall be governed by the provisions of 28 U.S.C. § 1498.

7. Limitation of liability.

For each Product, each party's maximum, aggregate liability to the other under this agreement is limited to direct damages finally awarded in an amount not to exceed the amounts Customer was required to pay for the applicable Products during the term of this agreement, subject to the following:

- a. Online Services.** For Online Services, Microsoft's maximum liability to Customer for any incident giving rise to a claim will not exceed the amount Customer paid for the Online Service during the 12 months before the incident; provided that in no event will Microsoft's aggregate liability for any Online Service exceed the amount paid for that Online Service during the Subscription.
- b. Free Products and distributable code.** For Products provided free of charge and code that Customer is authorized to redistribute to third parties without separate payment to Microsoft, Microsoft's liability is limited to direct damages finally awarded up to US\$5,000.
- c. Exclusions.** In no event will either party be liable for loss of revenue or indirect, special, incidental, consequential, punitive, or exemplary damages, or damages for loss of use, lost profits, revenues, business interruption, or loss of business information, however caused or on any theory of liability.
- d. Exceptions.** The limits of liability in this section apply to the fullest extent permitted by applicable law, but do not apply to: (1) the parties' obligations under section 6; or (2) violation of the other's intellectual property rights.

For Customers that are Federal Agencies, this Section shall not impair the Customer's right to recover for fraud or crimes arising out of or related to this agreement under any federal fraud statute, including the False Claims Act, 31 U.S.C. §§ 3729-3733.

8. ITAR Covered Services. This section applies to only the ITAR Covered Services, defined below, Customer buys subject to this Agreement. These terms ***only apply if*** Customer provides express notice to Microsoft of Customer's intent to manage ITAR controlled data in the Customer Data during the eligibility validation phase of the online application process.

a. Customer Prerequisites:

- (i) Customer is responsible for ensuring that the prerequisites established or required by the ITAR are fulfilled prior to introducing ITAR-controlled data into the ITAR Covered Services.
- (ii) Customer acknowledges that the ITAR Covered Services ordered by Customer under this Agreement enable End Users optionally to access and use a variety of additional resources, applications, or services that are (a) provided by third parties, or (b) provided by Microsoft subject to their own terms of use or privacy policies (collectively, for convenience, "add-ons"), as described in services documentation and/or in the portal through which Customer's administrator(s) will manage and configure the ITAR Covered Services.
- (iii) Customer is responsible for reviewing Online Services documentation, configuring the ITAR Covered Services, and adopting and implementing such policies and practices for Customer's End Users' use of ITAR Covered Services, together with any add-ons, as Customer determines are appropriate to comply with the ITAR or other legal or regulatory requirements applicable to Customer and not generally applicable to Microsoft as an IT service provider.
- (iv) Customer acknowledges that only ITAR Covered Services will be delivered subject to the terms of this Section. Processing and storage of ITAR-controlled data in other services, including without limitation add-ons, is not supported. Without limiting the foregoing, data that Customer elects to provide to the Microsoft technical support organization, if any, or data provided by or on Customer's behalf to Microsoft's billing or commerce systems in connection with purchasing or ordering ITAR Covered Services, if any, is not subject to the provisions of this Section. Customer is solely responsible for

ensuring that ITAR-controlled data is not included in support information or support case artifacts.

b. Special Terms.

(i) ITAR Covered Services. The ITAR Covered Services are cloud services operated in a standardized manner with features and processes common across multiple customers. As part of Customer's preparation to use the ITAR Covered Services for the storage, processing, or transmission of ITAR-controlled data, Customer should review applicable services documentation. Customer's compliance with the ITAR will be dependent, in part, on Customer's configuration of the services and adoption and implementation of policies and practices for Customer's End Users' use of ITAR Covered Services. Customer is solely responsible for determining the appropriate policies and practices needed for compliance with the ITAR.

c. Personnel. Microsoft personnel and contractors authorized by Microsoft to access Customer Data (that may include ITAR-controlled data) in the ITAR Covered Services, will be limited to U.S. persons, as that term is defined in the ITAR. Customer may also authorize Microsoft personnel and contractors to access its Customer Data. Customer is solely responsible for ensuring any such authorization is permissible under the ITAR.

d. Use of Subcontractors. As set forth in the OST, Microsoft may hire subcontractors to provide services on its behalf. Any such subcontractors used in delivery of the ITAR Covered Services will be permitted to obtain Customer Data (that may include ITAR-controlled data) only to deliver the ITAR Covered Services Microsoft has retained them to provide and will be prohibited from using Customer Data for any other purpose. Storage and processing of Customer Data in the ITAR Covered Services is subject to Microsoft security controls at all times and, to the extent subcontractor personnel perform services in connection with ITAR Covered Services, they are obligated to follow Microsoft's policies, including without limitation the geographic restrictions and controls selected by you in the configuration of the ITAR Covered Services. Microsoft remains responsible for its subcontractors' compliance with Microsoft's obligations.

Notification. The Security Incident handling process defined in the OST will apply to the ITAR Covered Services. In addition, the parties agree to the following:

- (i) Customer acknowledges that effective investigation or mitigation of a Security Incident involving ITAR-controlled data may be dependent upon information or services configurations within Customer's control. Accordingly, proper treatment of ITAR-controlled data will be a joint obligation between Microsoft and Customer. If Customer becomes aware of any unauthorized release of ITAR-controlled data to Microsoft or the use of a service other than the ITAR Covered Service to store, process, or transmit ITAR-controlled data, Customer will promptly notify Microsoft of such event and provide reasonable assistance and information necessary for Microsoft to investigate and report such event.
- (ii) If, subsequent to notification of a Security Incident by Microsoft, Customer determines that ITAR-controlled data may have been subject to unauthorized inspection or disclosure, it is Customer's responsibility to notify the appropriate authorities of such event, or to notify impacted individuals, if Customer determines such notification is required under applicable law or regulation or your internal policies.

- (iii) If either party determines it is necessary or prudent to make a voluntary disclosure to the Directorate of Defense Trade Controls regarding the treatment of ITAR-controlled data in the Online Services, such party will work in good faith to notify the other party of such voluntary disclosure prior to providing such voluntary disclosure. The parties will work together in good faith in the development and reporting of any such voluntary disclosure.
- f. Conflicts. If there is any conflict between any provision in this Section and any provision in the agreement, this Section shall control.

9. IRS 1075 Covered Services. *This section applies to only the IRS 1075 Covered Services, defined below, Customer buys under the Subscription*

a. Customer Prerequisites

- (i) *Customer is responsible to ensure that the prerequisites established or required by IRS Publication 1075 are fulfilled prior to introducing FTI into the IRS 1075 Covered Services.*
- (ii) *Customer acknowledges that the IRS 1075 Covered Services ordered by Customer under the Subscription enable End Users optionally to access and use a variety of additional resources, applications, or services that are (a) provided by third parties, or (b) provided by Microsoft subject to their own terms of use or privacy policies (collectively, for convenience, “add-ons”), as described in services documentation and/or in the portal through which your administrator(s) will manage and configure the IRS 1075 Covered Services.*
- (iii) *Customer is responsible for reviewing Online Services documentation, configuring the services, and adopting and implementing such policies and practices for your End Users’ use of IRS 1075 Covered Services, together with any add-ons, as Customer determines are appropriate in order for Customer to comply with IRS Publication 1075 or other legal or regulatory requirements applicable to Customer and not generally applicable to Microsoft as an IT service provider.*

Customer acknowledges that only IRS 1075 Covered Services will be delivered subject to the terms of this Section 9. No other services are supported by the terms of this Section 9. Without limiting the foregoing, data that Customer elects to provide to the Microsoft technical support organization (“Support Data”), if any, or data provided by or on Customer’s behalf to Microsoft’s billing or commerce systems in connection with purchasing/ordering IRS 1075 Covered Services (“Billing Data”), if any, is not subject to the provisions of this Section 9. Customer is solely responsible for ensuring that FTI is not provided as Support Data or Billing Data.

b. IRS Publication 1075 Special Terms.

- (xx) *IRS 1075 Covered Services. The IRS 1075 Covered Services are cloud services operated in a standardized manner with features and processes common across multiple customers. As part of your preparation to use the services for FTI, Customer should review applicable services documentation. Customer’s compliance with IRS Publication 1075 will be dependent, in part, on Customer’s configuration of the services and adoption and implementation of policies and practices for Customer’s End Users’ use of IRS 1075 Covered Services. Customer is solely responsible for determining the appropriate policies and practices needed for compliance with IRS Publication 1075.*
- (xxi) *Attachment 1 contains the Safeguarding Contract Language for Technology Services specified by IRS Publication 1075. Microsoft and Customer has agreed that certain requirements of the Safeguarding Contract Language and IRS Publication 1075 will be fulfilled as set forth in the remainder of this section 9.*

- (xxii)** *Personnel Records and Training.* Microsoft will maintain a list of screened personnel authorized to access Customer Data (that may include FTI) in the IRS 1075 Covered Services, which will be available to Customer or to the IRS upon written request. Customer will treat Microsoft personnel personally identifiable information (PII) as Microsoft trade secret or security-sensitive information exempt from public disclosure to the maximum extent permitted by applicable law, and, if required to provide such Microsoft personnel PII to the IRS, will require the IRS to treat such personnel PII the same.
- (xxiii)** *Training Records.* Microsoft will maintain security and disclosure awareness training records as required by IRS Publication 1075, which will be available to Customer upon written request.
- (xxiv)** *Confidentiality Statement.* Microsoft will maintain a signed confidentiality statement, and will provide a copy for inspection upon request.
- (xxv)** *Cloud Computing Environment Requirements.* The IRS 1075 Covered Services are provided in accordance with the FedRAMP System Security Plan for the applicable services. Microsoft's compliance with controls required by IRS Publication 1075, including without limitation encryption and media sanitization controls, can be found in the applicable FedRAMP System Security Plan.
- (xxvi)** *Use of Subcontractors.* Notwithstanding anything to the contrary in Attachment 1, as set forth in the OST, Microsoft may use subcontractors to provide services on its behalf. Any such subcontractors used in delivery of the IRS 1075 Covered Services will be permitted to obtain Customer Data (that may include FTI) only to deliver the services Microsoft has retained them to provide and will be prohibited from using Customer Data for any other purpose. Storage and processing of Customer Data in the IRS 1075 Covered Services is subject to Microsoft security controls at all times and, to the extent subcontractor personnel perform services in connection with IRS 1075 Covered Services, they are obligated to follow Microsoft's policies. Microsoft remains responsible for its subcontractors' compliance with Microsoft's obligations. Subject to the preceding, Microsoft may employ subcontractor personnel in the capacity of augmenting existing staff, and understands IRS Publication 1075 reference to employees to include employees and subcontractors acting in the manner specified herein. It is the responsibility of the Customer to gain approval of the IRS for the use of all subcontractors.
- (i) *Microsoft maintains a list of subcontractor companies who may potentially provide personnel authorized to access Customer Data in the Online Services, published for Azure branded services at <http://Azure.microsoft.com/en-us/support/trust-center/>, or successor locations identified by Microsoft. Microsoft will update these websites at least 14 days before authorizing any new subcontractor to access Customer Data, Microsoft will update the website and provide Customer with a mechanism to obtain notice of that update.*

Security Incident Notification. The Security Incident handling process defined in the OST will apply to the IRS 1075 Covered Services. In addition, the parties agree to the following:

1. Customer acknowledges that effective investigation or mitigation of a Security Incident may be dependent upon information or services configurations within Customer's control. Accordingly, compliance with IRS Publication 1075 Incident Response requirements will be a joint obligation between Microsoft and Customer.
2. *If, subsequent to notification from Microsoft of a Security Incident, Customer determines that FTI may have been subject to unauthorized inspection or disclosure, it is Customer responsibility to notify the appropriate Agent-in-Charge, TIGTA (Treasury Inspector General for Tax Administration) and/or the IRS of a Security Incident, or to notify*

impacted individuals, if Customer determines this is required under IRS Publication 1075, other applicable law or regulation, or Customer internal policies.

c. Customer Right to Inspect.

(xxvii) *Audit by Customer. Customer will, (i) be provided quarterly access to information generated by Microsoft's regular monitoring of security, privacy, and operational controls in place to afford you an ongoing view into the effectiveness of such controls, (ii) be provided a report mapping compliance of the IRS 1075 Covered Services with NIST 800-53 or successor controls, (iii) upon request, be afforded the opportunity to communicate with Microsoft's subject matter experts for clarification of the reports identified above, and (iv) upon request, and at Customer's expense, be permitted to communicate with Microsoft's independent third party auditors involved in the preparation of audit reports. Customer will use this information above to satisfy with any inspection requirements under IRS Publication 1075 and agrees that the audit rights described in this section are in full satisfaction of any audit that may otherwise be requested by the Customer.*

(xxviii) *Confidentiality of Audit Materials. Audit information provided by Microsoft to Customer will consist of highly confidential proprietary or trade secret information of Microsoft. Microsoft may request reasonable assurances, written or otherwise, that information will be maintained as confidential and/or trade secret information subject to this agreement prior to providing such information to Customer, and Customer will ensure Microsoft's audit information is afforded the highest level of confidentiality available under applicable law.*

(xxix) This Section 9.c is in addition to compliance information available to Customer under the OST.

10. Criminal Justice Information Services (CJIS). This section applies only to the Government CJIS Covered Services, defined below, you buy under the Subscription.

a. Customer Prerequisites

(xxx) Microsoft's representations as it relates to its CJIS Covered Services' compliance with the FBI Criminal Justice Information Systems ("CJIS") Security Addendum (Appendix H of FBI CJIS Policy) are subject to Customer's incorporation of applicable state-specific CJIS Amendment terms and conditions into Customer's order with the Contractor. They are also subject to Customer's incorporation and flow down of such terms in Customer's contracts with a Covered Entity.

(xxxi) Please visit <https://www.microsoft.com/en-us/TrustCenter/Compliance/CJIS> for additional information about CJIS Covered States and CJIS Covered Services. Note that not all states are CJIS Covered States and that different CJIS Covered Services may apply in different CJIS Covered States. For more information about how to sign up for CJIS Covered Services through an Enterprise Agreement, please visit <https://Azure.microsoft.com/en-us/pricing/enterprise-agreement/>. For purposes of this section, if Customer is not in a CJIS Covered State, then Microsoft is unable to provide CJIS-related representations at this time, and no CJIS Amendment will apply.

Customer can access the terms and conditions of Microsoft's adherence to the FBI CJIS Policy by contacting the CSA in a CJIS Covered State. The Security Addendum for Private Contractors (Cloud Providers) referenced in the FBI CJIS Policy and CSA-provided terms and conditions is incorporated herein by reference, and you acknowledge that Microsoft's support for CJIS will be in accordance with those terms agreed to and/or signed by the applicable state CSA. Customer also acknowledges that it is Customer's responsibility to contact the applicable state CSA for this and any additional information. Customer is required to, and acknowledge it will, work directly with the applicable state CSA for any CJIS-related documentation and audit requirements.

(iv) Customer is responsible to ensure that the CJIS Security Addendum has been signed by the CSA, that the CSA has approved Customer's use of the Covered Services to

store or process CJI, and that any other prerequisites established or required by either the FBI, state CSA, or Customer is fulfilled prior to introducing CJI into the Covered Services.

(xxxii) Customer acknowledges that it will keep records of any Covered Entity to which it provides CJIS State Agreements or other CJIS-related documentation Customer obtains from the state CSA and shall make such records available to Microsoft promptly upon request.

b. If there is any conflict between any provision in this Section and any provision in the agreement, this Section shall control.

11. Government Community requirements. Customer certifies that it is a member of the Community and agrees to use Government Community Cloud Services solely in its capacities as a member of the Community and for the benefit of end users that are members of the Community. Use of Government Community Cloud Services by an entity that is not a member of the Community or to provide services to non-Community members is strictly prohibited. Customer acknowledges that only Community members may use Government Community Cloud Services.

a. All terms and conditions applicable to non-Government Community Cloud Services also apply to their corresponding Government Community Cloud Services, except as otherwise noted in the Use Rights and this Agreement.

b. Customer may not deploy or use Government Community Cloud Services and corresponding non-Government Community Cloud Services in the same domain.

c. Any Customer that uses Government Community Cloud Services must maintain its status as a member of the Community. Maintaining status as a member of the Community is a material requirement for such services.

d. Use Rights for Government Community Cloud Services. For Government Community Cloud Services, notwithstanding anything to the contrary in the Use Rights:

1. Government Community Cloud Services will be offered only within the United States.
2. Additional European Terms, as set forth in the Use Rights, will not apply.
3. References to geographic areas in the Use Rights with respect to the location of Customer Data at rest, as set forth in the Use Rights, refer only to the United States.

e. All terms and conditions applicable to non-Government Community Cloud Services also apply to their corresponding Government Community Cloud Services, except as otherwise noted herein.

f. Enrolled Affiliate may not deploy or use Government Community Cloud Services and corresponding non-Government Community Cloud Services in the same domain. Additionally, Office 365 US Government may not be deployed or used in the same domain as other Government Community Cloud Services.

g. Notwithstanding the Data Processing Terms section of the Online Services Terms, Office 365 GCC High and Azure Government Services are not subject to the same control standards and frameworks as the Microsoft Azure Core Services. The

Compliance Trust Center Page describes the control standards and frameworks with which Office 365 GCC High and Azure Government Services comply.

h. Operational and Ordering Consideration for GCC High:

- (i) Customer (a) acknowledges that its Tenant administrator console (when available) will appear to include more licenses than it has ordered and is entitled to; and (ii) agrees that it must order licenses for every User account it assigns. Notwithstanding anything to the contrary in the order and Product Terms, Licenses will be deemed "Reserved" for each user (and thereby subject to a True-Up Order requirement in accordance with the terms and conditions of the order), as of the day that User's account is reserved, unless a License for each such User is ordered in advance. Customer is solely responsible for keeping accurate records of the month each User is assigned to a User account, and will provide such records to Microsoft with its True-Up orders.
- (ii) Customer acknowledges that (a) availability of its Office 3635 GCC High tenant may follow several weeks after its initial order, and (a) the service components provided pursuant to its orders for "Suite" SKUs such as E1 and E3, as listed in the Office 365 GCC High, may differ from those components available in similar suites available in other forms of Office 365 Services.
- (iii) The parties acknowledge that, as of the date this Agreement was executed, the Office 365 ProPlus "click-to-run" (C2R) feature is not yet available in Office 365 GCC High, notwithstanding anything to the contrary in the Use Rights. Accordingly, the following terms and conditions shall apply:

Until C2R functionality is made available, Customer may install up to two (2) local copies of Office Professional Plus for each User to whom E3 licenses are assigned, for the sole use of those assigned Users on Qualified Devices in Customer's Enterprise.

Once C2R functionality is made available (the "C2R release date," to be announced in the Office 365 Service Descriptions), Customer must cease installing additional local copies of Office Professional Plus, and shall as soon as practicable (but in no event later than 12 months following the C2R release date) replace each local copy that was installed pursuant to the preceding paragraph with a C2R-installed copy.

12. Miscellaneous.

a. Notices. You must send notices by mail, return receipt requested, to the address below.

Notices should be sent to:	Copies should be sent to:
Microsoft Corporation Volume Licensing Group One Microsoft Way Redmond, WA 98052 USA Via Facsimile: (425) 936-7329	Microsoft Corporation Legal and Corporate Affairs Volume Licensing Group One Microsoft Way Redmond, WA 98052 USA Via Facsimile: (425) 936-7329

Customer agrees to receive electronic notices from us, which will be sent by email to the account administrator(s) named for your Subscription. Notices are effective on the date on the return receipt or, for email, when sent. You are responsible for ensuring that the email address for the account administrator(s) named for your Subscription is accurate and current. Any email notice that we send to that email address will be effective when sent, whether or not Customer actually receives the email.

- b. Assignment.** Customer may not assign this agreement either in whole or in part. Microsoft may transfer this agreement without Customer's consent, but only to one of Microsoft's Affiliates. Any prohibited assignment is void.
- c. Severability.** If any part of this agreement is held unenforceable, the rest remains in full force and effect.
- d. Waiver.** Failure to enforce any provision of this agreement will not constitute a waiver.
- e. No agency.** This agreement does not create an agency, partnership, or joint venture.
- f. No third-party beneficiaries.** There are no third-party beneficiaries to this agreement.
- g. Use of contractors.** Microsoft may use contractors to perform services, but will be responsible for their performance, subject to the terms of this agreement.
- h. Microsoft as an independent contractor.** The parties are independent contractors. Customer and Microsoft each may develop products independently without using the other's confidential information.
- i. Agreement not exclusive.** Customer is free to enter into agreements to license, use or promote non-Microsoft products or services.
- j. Entire agreement.** This agreement is the entire agreement concerning its subject matter and supersedes any prior or concurrent communications. In the case of a conflict between any documents in this agreement that is not expressly resolved in those documents, their terms will control in the following order of descending priority: (1) this agreement, (2) the Product Terms, (3) the Online Services Terms, and (4) any other documents in this agreement.
- k. Survival.** All provisions survive termination of this agreement except that requiring performance only during the term of the agreement.
- l. U.S. export jurisdiction.** Products are subject to U.S. export jurisdiction. Customer must comply with all applicable international and national laws, including the U.S. Export Administration Regulations, the International Traffic in Arms Regulations, and end-user, end-use and destination restrictions issued by U.S. and other governments related to Microsoft products, services, and technologies.
- m. Force majeure.** Neither party will be liable for any failure in performance due to causes beyond that party's reasonable control (such as fire, explosion, power blackout, earthquake, flood, severe storms, strike, embargo, labor disputes, acts of civil or military authority, war, terrorism (including cyber terrorism), acts of God, acts or omissions of Internet traffic carriers, actions or omissions of regulatory or governmental bodies (including the passage of laws or regulations or other acts of government that impact the delivery of Online Services). This Section will not, however, apply to your payment obligations under this agreement.
- n. Contracting authority.** If you are an individual accepting these terms on behalf of an entity, you represent that you have the legal authority to enter into this agreement on that entity's behalf.
- o. Additional Terms Applicable when the Customer is a U.S. Federal Agency.**
- (i)** No provisions of any shrink-wrap or any click-through agreement (or other similar form of agreement) that may be provided in conjunction with any Product(s) acquired

under this agreement shall apply in place of, or serve to modify any provision of this agreement, even if a user or authorized officer of Customer purports to have affirmatively accepted such shrink-wrap or click-through provisions. For the avoid of doubt and without limiting the foregoing, in the event of a conflict between any such shrink-wrap or click-through provisions (irrespective of the products or services that such provisions attach to) and any term or condition of this agreement, then the relevant term or condition of this agreement shall govern and supersede the purchase of such Product(s) to the extent of any such conflict. All acceptance of agreements and renewals shall be executed in writing.

(ii) If any document incorporated by reference into this agreement, including the Product Terms and Online Service Terms included and/or referenced or incorporated herein and/or therein, contains a provision (1) allowing for the automatic termination of your license rights or Online Services; (2) allowing for the automatic renewal of services and/or fees; (3) requiring the governing law to be anything other than Federal law; and/or (4) otherwise violates applicable Federal law, then, such terms shall not apply with respect to the Federal Government. If any document incorporated by reference into this agreement, including the Product Terms and Online Service Terms included and/or referenced or incorporated herein and/or therein contains an indemnification provision, such provision shall not apply as to the United States indemnifying Microsoft or any other party.

13. Definitions.

Any reference in this agreement to “day” will be a calendar day.

“Acceptable Use Policy” is set forth in the Online Services Terms.

“Affiliate” means any legal entity that a party owns, that owns a party, or that is under common ownership with a party. “Ownership” means, for purposes of this definition, control of more than a 50% interest in an entity.

“Azure Government Services” means one or more of the services or features Microsoft makes available to Enrolled Affiliate under this Enrollment and identified at <http://Azure.microsoft.com/en-us/regions/#services>, which are Government Community Cloud Services.

“CJI” means Criminal Justice Information, as defined in FBI CJIS Policy.

“CJIS Covered State” means a state, as shown at <https://www.microsoft.com/en-us/TrustCenter/Compliance/CJIS> or another site Microsoft may provide, with which Microsoft and the applicable state have entered into a CJIS State Agreement.

“CJIS Covered Service” means, for any state-specific CJIS Amendment, the Microsoft Online Services that are listed as such in that amendment, and for which Microsoft’s CJIS representations apply.

“CJIS State Agreement” means an agreement between Microsoft and a Covered State’s CSA (or another entity to which the CSA has delegated its duties) containing terms and conditions under which the Covered State and Microsoft will comply with the applicable requirements of the CJIS Policy. Each CJIS State Agreement is consistent with the applicable state-specific CJIS Amendment, and includes Microsoft CJIS Security Addendum Certifications. For clarity, a CJIS State Agreement may be titled “CJIS Information Agreement” or “CJIS Management Agreement.”

“Community” means the community consisting of one or more of the following: (1) a Government, (2) a Customer using eligible Government Community Cloud Services to provide solutions to a Government or a qualified member of the Community, or (3) a Customer with Customer Data that is subject to Government regulations for which the Customer determines, and Microsoft agrees, that the use of Government Community Cloud Services is appropriate to meet the Customer’s regulatory requirements. Membership in the Community is ultimately at Microsoft’s discretion, which may vary by Government Community Cloud Service.

“Customer Agreement” means the binding agreement between the Contractor and Customer under which Customer orders Products from the Contractor and the Contractor binds Customer to the terms of the this agreement.

“Compliance Trust Center Page” means the compliance page of the Microsoft Trust Center, published by Microsoft at <https://www.microsoft.com/en-us/TrustCenter/Compliance/default.aspx> or a successor site Microsoft later identifies.

“Consumption Offering”, “Commitment Offering”, or “Limited Offering” describe categories of Subscription offers and are defined in Section 2.

“Covered Entity” means any State/Local Entity in a Covered State with which you maintain a contractual relationship whose use of CJIS Covered Services is subject to CJIS Policy.

“CSA” means, for each CJIS Covered State, that state’s CJIS Systems Agency, as defined in FBI CJIS Policy. “Customer Data” is defined in the Online Services Terms.

“End User” means any person you permit to access Customer Data hosted in the Online Services or otherwise use the Online Services. With respect to ITAR Covered Services, End User means an individual that accesses the ITAR Covered Services. With respect to IRS 1075 Covered Services, End User means an individual that accesses the IRS 1075 Covered Services. “Federal Agency” means a bureau, office, agency, department or other entity of the United States Government.

“FTI” is defined as in IRS Publication 1075.

“Federal Agency” means a bureau, office, agency, department or other entity of the United States Government.

“Fix” means a Product fix, modifications or enhancements, or their derivatives, that Microsoft either releases generally (such as Product service packs) or provides to Customer to address a specific issue.

“Government” means a Federal Agency, State/Local Entity, or Tribal Entity acting in its governmental capacity.

“Government Community Cloud Services” means Microsoft Online Services that are provisioned in Microsoft’s multi-tenant data centers for exclusive use by or for the Community and offered in accordance with the National Institute of Standards and Technology (NIST) Special Publication 800-145. Microsoft Online Services that are Government Community Cloud Services are designated as such in the Use Rights and Product Terms.

“IRS 1075 Covered Services” means Azure Government services listed as being in the scope for IRS 1075 at

<http://Azure.microsoft.com/en-us/support/trust-center/compliance/irs1075/> or its successor site. Without limitation, IRS 1075 Covered Services do not include any other separately branded Online Services.

“IRS Publication 1075” means the Internal Revenue Services (IRS) Publication 1075 effective January 1, 2014, including updates (if any) released by the IRS during the term of the Enrollment.

“ITAR” means the International Traffic in Arms Regulations, found at 22 C.F.R. §§ 120 - 130.

“ITAR-controlled data” means Customer Data that is regulated by the ITAR as Defense Articles or Defense Services.

“ITAR Covered Services” means, solely with respect to this Amendment, the (i) Office 365 GCC High services; and (ii) Azure Government services, listed as being in the scope for the ITAR at <https://www.microsoft.com/en-us/TrustCenter/Compliance/itar> or its successor site.

“Microsoft Trust Center Compliance Page” is Microsoft’s website accessible at <https://www.microsoft.com/en-us/TrustCenter/Compliance/> or a successor upon which Microsoft provides information about how each of its Online Services complies with, and/or is certified under, various government and industry control standards.

“Licensing Site” means <http://www.microsoft.com/licensing/contracts> or a

successor site. “Non-Microsoft Product” is defined in the Online Services

Terms.

“Office 365 Service Descriptions” means, collectively and solely for this Amendment, the Service Descriptions for Office 365 High, published by Microsoft at <https://technet.microsoft.com/en-us/library/mt774581.aspx> (for the product superset, Office 365 US Government) and <https://technet.microsoft.com/en-us/library/mt774968.aspx> (for the product subset, Office 365 GCC High), or at successor sites Microsoft later identifies.

“Office 365 US Government” means the Government Community Cloud Service described by the Office 365 Service Descriptions

“Office 365 GCC High” means the Government Community Cloud Service described by the Office 365 Service Descriptions.

“Online Services” means any of the Microsoft-hosted online services subscribed to by Customer under this agreement, including Government Community Cloud Services, Microsoft Dynamics Online Services, Office 365 Services, Microsoft Azure Services, or Microsoft Intune Online Services.

“Online Services Terms” means the additional terms that apply to Customer’s use of Online Services published on the Licensing Site and updated from time to time.

“Previews” means preview, beta, or other pre-release version or feature of the Online Services or Software offered by Microsoft to obtain customer feedback.

“Product” means all products identified in the Product Terms, such as all Software, Online Services and other web-based services, including Previews.

“Product Terms” means the document that provides information about Microsoft Products and Professional Services available through volume licensing. The Product Terms document is published on the Licensing Site and is updated from time to time.

“SLA” means Service Level Agreement, which specifies the minimum service level for the Online Services and is published on the Licensing Site.

“State/Local Entity” means (1) any agency of a state or local government in the United States, or (2) any United States county, borough, commonwealth, city, municipality, town, township, special purpose district, or other similar type of governmental instrumentality established by the laws of Customer’s state and located within Customer’s state’ jurisdiction and geographic boundaries.

“Software” means licensed copies of Microsoft software identified on the Product Terms. Software does not include Online Services, but Software may be a part of an Online Service.

“Subscription” means an enrollment for Online Services for a defined Term as established by your Reseller.

“Technical Data” has the meaning provided in 22 C.F.R. § 120.

“Term” means the duration of a Subscription (e.g., 30 days or 12 months).

“Tribal Entity” means a federally-recognized tribal entity performing tribal governmental functions and eligible for funding and services from the U.S. Department of Interior by virtue of its status as an Indian tribe.

“Use Rights” means the use rights or terms of service for each Product published on the Licensing Site and updated from time to time. The Use Rights supersede the terms of any end user license agreement that accompanies a Product. The Use Rights for Software are published by Microsoft in the Product Terms. The Use Rights for Online Services are published in the Online Services Terms.

4.0 AMAZON WEB SERVICES (AWS) CLOUDFORTE OVERVIEW

In anticipation of the growing demand from federal customers seeking to adopt cloud services at faster rates, and in recognition of the lack of cloud management expertise in federal agencies, SAIC has developed CloudForte™ for AWS for Federal solution. SAIC CloudForte™ for AWS for Federal is a next generation managed cloud service that provides integrated management features on top of AWS. It provides federal agencies with a cloud service that is fully managed with industry best practices and implemented with native cloud services available in AWS. It provides the following features:

- Comprehensive management features that enables smooth transition to cloud IT with secure and reliable service continuity. These features including secure landing zone, billing and invoice management, utilization optimization, identity and access management, governance automation, provision automation, automated log management, monitoring and alerting, event/incident and security management, and backup and recovery.
- Support the full availability of AWS services and features, effective immediately upon general availability (GA) of those services and features.
- Rapidly adopt AWS services at the pace they are released through both standards-based and AWS native integration
- Effectively combine flexibility and governance through the use of a least-privileged access model that provides application teams with direct access to the AWS management console, Application Program Interface (API), or Command Line Interface (CLI) without compromising the governance, management, and oversight that operations teams require.

Details on services included in our CloudForte™ for AWS for offering are described in

Exhibit1.0-1.

Service	Description
Technical Account Manager (TAM)	Each client is assigned a named Technical Account Manager (TAM). The TAM is a SAIC AWS certified architect/engineer that serves as the primary human interface for your SAIC AWS Managed Services engagement.
AWS Account Setup/Configuration	The SAIC TAM works with you to complete the Customer Requirements Selection (CRS) document that subsequently serves as input to the account setup automation templates that the TAM will execute to configure your AWS Account.
Cloud Service Catalog	SAIC will set up an AWS Service Catalog for the customer, and will assist in creating the first service on that catalog. This service can then be offered to other users without them requiring access to the AWS interfaces (Management Console, API or CLI).
Basic Workload Management	The SAIC TAM works with customers' project teams to configure cloud instances. The TAM will then work with operations teams to identify, recommend, receive approval for and apply OS patches to the running instances. Security configuration standard is applied. We also work with customers to establish a lifecycle management policy.
Workload Backup and Restoration	As part of account setup, the TAM will provide recommended storage tiering options, and, upon agreement, will set up the tiering automation, and provide procedures to assure that storage is automatically configured correctly upon creation so as to provide backup for your storage objects. The TAM will also assist with restoration of data as required, and will provide self-service restoration instructions as well.
Log Aggregation Repository	This service will automatically create a central logging repository, automatically configure AWS Logs on the repository, and create meaningful alerts and notifications against this logging repository.
Network/Security/Performance Monitoring	SAIC will provide a basic network and security monitoring service that uses AWS Monitor, an AWS native monitoring capabilities. The TAM will work with customers to define and create meaningful alerts and notifications based on network, security and performance monitoring requirements.
Monthly Financial/Performance/SLA	On a monthly basis, our TAM will collect and assess a detailed summation of the network, security and performance monitoring reports. The TAM will also review

Service	Description
Optimization	the monthly customer billing report. The TAM will then prepare a monthly customer recommendations report with recommended optimizations from a performance and financial optimization perspective.
Notification Service	This service automates the creation and configuration of secure communication mechanisms (e.g., emails, alerts and SMS messages) to the customer. The TAM will configure these mechanisms, and set up the automated integration of the other services that require notifications.
Service Desk	SAIC will provide support for our platform via a 24/7 service desk for basic level support, and access to our TAM and organizational reach-back during core business hours.
Incident Management	Our service desk will provide incident management services for all support incidents. Our TAM will also register incidents within our service desk system.
Asset Management	This service will provide complete visibility into all of the assets that are configured and operational within your account.

5.0 ON-DEMAND SELF SERVICE

SAIC CloudForte™ for AWS for Federal offers clients an extremely light touch, self-service AWS Account where, through our AWS partnership, SAIC can share our discount with our clients. At the basic (referred to as “Command”) level, it encompasses services of Account Setup, Billing, Cost Metering and Invoicing. In contrast to consuming the AWS cloud service directly, CloudForte™ provides customers with a managed cloud service on top of AWS cloud.

Our CloudForte™ solution leverages a SAIC managed AWS account in which, through parameter-driven automation, we overlay key management, monitoring and security services that will provide our clients the oversight and visibility of their AWS environment that is required by most operations teams. Customers still have direct access to all the traditional AWS interfaces (Management Console, Application Program Interface (API) and Command Line Interface (CLI)), and we supplement those interfaces through access to standard and customer-built AWS service templates. This enables clients to allow direct access for certain users while limiting access for others to an approved AWS service catalog.

The SAIC managed AWS account, our CloudForte™ service portal, and the approved AWS service catalog are the key solution components for self service features in our CloudForte™ solution. We leverage AWS CloudFormation, a native AWS service, to define service templates and provisioning blueprints in the CloudForte™ service portal by leveraging the services available in the AWS service catalog. Our clients can access these templates and blueprints to access and provision AWS cloud services on demand.

CloudForte™ includes a governance engine that automates predefined policies. Based on the business needs, all resources are being controlled and managed by the governance engine. Because the governance engine and provisioning mechanism is built with native AWS cloud services and the underlying cloud resources are AWS cloud resources, our CloudForte™ cloud service is truly elastic and on demand.

6.0 BROAD NETWORK ACCESS

SAIC CloudForte™ for AWS for Federal is a value added, managed cloud service with web interfaces and native AWS cloud services. It allows for user interfaces and computing resources to be available through standard mechanisms such as HTTP, HTTPS, and SOAP protocols. It allows for access by all variety of clients such as laptops, mobile phones and other devices.

AWS also provides enormous networking expertise and has made substantial investment in networking infrastructure for AWS, including content delivery networks, points of presence, and software-defined networking. Our CloudForte™ solution leverages the networking capability and features of the underlying AWS cloud and make it more easily manageable.

7.0 RESOURCE POOLING

SAIC CloudForte™ uses the AWS cloud as our primary hosting environment. It inherits the resource pooling feature of the AWS cloud for compute, storage, network, and cloud application services.

The CloudForte™ portal itself is a multi-tenant configuration to allow multiple customers to manage their own cloud account and their own cloud environment and services. It is designed to provide customer partitions with highly scalable services to support a large number of unrelated cloud customers. Users can log into our standard CloudForte™ portal and then access to the AWS Service Catalog and all the services and applications under their own accounts. Billing and metering are managed at customer account level. By leveraging the AWS cost management services, CloudForte™ provides the cloud billing, metering, invoicing, and cost optimization features to allow customers to track and manage resource utilization and to optimize expense management.

8.0 RAPID ELASTICITY

CloudForte™ is a managed cloud service built on top of AWS cloud. Since all the components of CloudForte™ solution are native cloud services in AWS cloud, it inherits the attribute of rapid elasticity from AWS cloud. The policy engine in the CloudForte™, built with AWS native services, can automate the spawning and shutdown of any resources based on predefined resource policies. The auto-scaling feature of AWS cloud is also fully available within the CloudForte™.

CloudForte™ supports dynamic provisioning. Not only does it provide prebuilt resource templates and blueprints for cloud services, but also direct access to all AWS native services to allow users directly provision services. Policies and conditioned response automation can be configured in CloudForte™ to perform dynamic provisioning automatically.

9.0 MEASURED SERVICE

CloudForte™ provides managed AWS cloud with measured services. By integrating AWS monitoring and AWS expense management services, our solution monitors and measures the service utilization, CPU, memory, storage utilization, and network bandwidth usage to make sure cloud consumers have direct visibility and measurement on services and cost.

CloudForte™ also provides SLA measurement, monitoring, and reporting. The basic level SLA focuses on service availability. The SLA support in CloudForte™ includes:

- The list of cloud services consumed by a customer
 - Metrics to determine the availability of the cloud services
 - Responsibilities of the provider and the consumer and remedies available to both if the terms of the SLA are not met
 - A description of how the SLA will change over time
- CloudForte™ provides log aggregation and management capabilities using AWS log analytics services. It can keep an *audit trail* of performed operations. An audit trail logs each operation, along with information like who performed it and when, how long it took, etc.

10.0 CLOUD COMPUTING DEPLOYMENT MODEL

The deployment model for SAIC CloudForte™ for AWS for Federal is a Public Cloud model following the National Institute of Standards and Technologies (NIST) definitions. It is deployed and hosted on the AWS cloud.

11.0 CLOUD COMPUTING SERVICE MODEL

SAIC CloudForte™ for AWS for Federal service model is PaaS (Platform as a Service). It runs on the AWS cloud and delivers comprehensive cloud management features and capabilities by integrating a variety of native AWS cloud services. It provides an easy-to-use platform for customers to access and

manage their applications, services, and workloads in the AWS cloud without having to build these capabilities from scratch.

12.0 AMAZON WEB SERVICES (AWS) CLOUDFORTE PRICING

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	PRODUCT DESCRIPTION	GSA OFFER PRICE (inclusive of the .75% IFF)
518210C	SAIC Corp	UCF1001-AWS	UCF-AWS-CONSUME-SETUP	Required with initial purchase of Consume services	\$3,528.98
518210C	SAIC Corp	UCF1002-AWS	UCF-AWS-CONSUME-MAINT	Invoiced monthly based on actual AWS cost and usage data	\$1.17
518210C	SAIC Corp	UCF2001-AWS	UCF-AWS-COMMAND-SETUP	Required with initial purchase of Command services	\$8,493.87
518210C	SAIC Corp	UCF2002-AWS	UCF-AWS-COMMAND-MAINT-S	\$0 to \$2,500/month in AWS usage	\$3,897.11
518210C	SAIC Corp	UCF2003-AWS	UCF-AWS-COMMAND-MAINT-M	\$2,500 to \$10,000/month in AWS usage	\$5,122.89
518210C	SAIC Corp	UCF2004-AWS	UCF-AWS-COMMAND-MAINT-L	\$10,000 to \$50,000/month in AWS usage	\$8,946.39
518210C	SAIC Corp	UCF2005-AWS	UCF-AWS-COMMAND-MAINT-XL	\$50,000 to \$100,000/month in AWS usage	\$14,696.57

TERMS AND CONDITIONS APPLICABLE TO ORDER-LEVEL MATERIALS (SPECIAL ITEM NUMBER OLM)

OLMs are supplies and/or services acquired in direct support of an individual task or delivery order placed against a Schedule contract or BPA. OLM pricing is not established at the Schedule contract or BPA level, but at the order level. Since OLMs are identified and acquired at the order level, the ordering contracting officer (OCO) is responsible for making a fair and reasonable price determination for all OLMs.

OLMs are procured under a special ordering procedure that simplifies the process for acquiring supplies and services necessary to support individual task or delivery orders placed against a Schedule contract or BPA. Using this new procedure, ancillary supplies and services not known at the time of the Schedule award may be included and priced at the order level.

1.0 OLM SIN-LEVEL REQUIREMENTS/ORDERING INSTRUCTIONS:

OLMs are:

- Purchased under the authority of the FSS Program
- Unknown until an order is placed
- Defined and priced at the ordering activity level in accordance with GSAR clause 552.238-115 Special Ordering Procedures for the Acquisition of Order-Level Materials. (Price analysis for OLMs is not conducted when awarding the FSS contract or FSS BPA; therefore, GSAR 538.270 and 538.271 do not apply to OLMs)
- Only authorized for use in direct support of another awarded SIN.
- Only authorized for inclusion at the order level under a Time-and-Materials (T&M) or Labor-Hour (LH) Contract Line Item Number (CLIN)
- Subject to a Not To Exceed (NTE) ceiling price

OLMs are not:

- "Open Market Items."
- Items awarded under ancillary supplies/services or other direct cost (ODC) SINs (these items are defined, priced, and awarded at the FSS contract level)

OLM Pricing:

- Prices for items provided under the Order-Level Materials SIN must be inclusive of the Industrial Funding Fee (IFF).
- The value of OLMs in a task or delivery order, or the cumulative value of OLMs in orders against an FSS BPA awarded under an FSS contract, cannot exceed 33.33%.

NOTE: When used in conjunction with a Cooperative Purchasing eligible SIN, this SIN is Cooperative Purchasing Eligible.