



**GENERAL SERVICES ADMINISTRATION
Multiple Award Schedule
Final Authorized Federal Supply Schedule Price List**

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

BI FACT, LLC

SIN – 54151S - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES

SIN – OLM - Order Level Materials

FPDS Code D301 IT Facility Operation and Maintenance

FPDS Code D302 IT Systems Development Services

FPDS Code D306 IT Systems Analysis Services

FPDS Code D307 Automated Information Systems Design and Integration Services

FPDS Code D308 Programming Services

FPDS Code D310 IT Backup and Security Services

FPDS Code D311 IT Data Conversion Services

FPDS Code D316 IT Network Management Services

FPDS Code D399 Other Information Technology Services, Not Elsewhere Classified

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at fss.gsa.gov

Contract Number:	47QTCA18D00A4
Period Covered by Contract:	04/06/2018 – 04/05/23

BI FACT, LLC

Address:4229 Lafayette Center Dr., Ste 1675

Chantilly, VA 20151

Attn: Manoj Mekap

Tel: (703) 542-9022 x101

Fax: 877-480-7829

Email:manoj.mekap@bifact.com

Web Site: <http://www.bifact.com>

Bi Fact, LLC is a Small Business

CONTRACTOR INFORMATION

BI FACT LLC ("BIFACT") is a IT services consulting firm of talented people who will partner with you and provide guidance, creating intelligent solutions for business and technology problems. We work as your mentor and primary problem solver in the areas of technical architecture, project management, data warehousing, and business intelligence. Besides developing the solution for you we also transfer and train you staff so that they can face the today's fast changing technology arena. BIFACT now features 5 different practices. They include: Data Warehouse, Business Intelligence, Human Capital, Quality Assurance, Technology (Software, Systems).

Prices Shown Herein are Net (discount deducted)

GSA SCHEDULE # 47QTCA18D00A4

BI FACT, LLC



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TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT)
PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 54151S)..... 24

1a. AWARDED SPECIAL ITEM NUMBER:

SIN	DESCRIPTION
54151S	INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES
OLM	Order Level Material

1b. LOWEST PRICED ITEM. Business Systems Analyst - \$58.56
1c. HOURLY RATES: SIN 54151S (including IFF)

SERVICE	Year 1	Year 2	Year 3	Year 4	Year 5
Applications Systems Analyst/Intermediate Programmer	\$81.36	\$83.80	\$86.31	\$88.90	\$91.57
Software Systems Engineer	\$86.78	\$89.38	\$92.06	\$94.83	\$97.67
Senior Software Developer	\$108.49	\$111.74	\$115.10	\$118.55	\$122.11
Software/Database Architect	\$114.71	\$118.15	\$121.70	\$125.35	\$129.11
Data Warehousing Analyst	\$88.84	\$91.51	\$94.25	\$97.08	\$99.99
Business Systems Analyst	\$58.56	\$60.32	\$62.13	\$63.99	\$65.91
Senior IT Analyst/Desktop Support Specialist	\$80.24	\$82.65	\$85.13	\$87.68	\$90.31
Business Subject Matter Expert	\$126.33	\$130.12	\$134.02	\$138.04	\$142.19
Help Desk Support (Administrative) – Junior	\$44.44	\$45.77	\$47.14	\$48.55	\$50.01
Help Desk Support (Administrative) - Intermediate	\$50.50	\$52.02	\$53.58	\$55.19	\$56.85



Help Desk Support (Administrative) - Senior	\$57.38	\$59.10	\$60.87	\$62.70	\$64.58
Information Systems Training Specialist – Junior	\$59.60	\$61.39	\$63.23	\$65.13	\$67.08
Information Systems Training Specialist - Intermediate	\$67.73	\$69.76	\$71.85	\$74.01	\$76.23
Information Systems Training Specialist – Senior	\$76.97	\$79.28	\$81.66	\$84.11	\$86.63
Technical Writer – Junior	\$52.96	\$54.55	\$56.19	\$57.88	\$59.62
Technical Writer - Intermediate	\$59.32	\$61.10	\$62.93	\$64.82	\$66.76
Technical Writer – Senior	\$66.44	\$68.44	\$70.49	\$72.60	\$74.78
Help Desk Support Specialist (IT) – Junior	\$68.33	\$70.38	\$72.49	\$74.66	\$76.90
Help Desk Support Specialist (IT) - Intermediate	\$77.65	\$79.98	\$82.38	\$84.85	\$87.40
Help Desk Support Specialist (IT) – Senior	\$88.24	\$90.89	\$93.62	\$96.43	\$99.32
Application Developer - Junior	\$109.72	\$113.01	\$116.40	\$119.89	\$123.49
Application Developer – Intermediate	\$124.68	\$128.42	\$132.27	\$136.24	\$140.33
Application Developer – Senior	\$152.84	\$157.42	\$162.14	\$167.00	\$172.01
System Administrator – Junior	\$109.72	\$113.01	\$116.40	\$119.89	\$123.49
System Administrator – Intermediate	\$124.68	\$128.42	\$132.27	\$136.24	\$140.33
System Administrator - Senior	\$139.64	\$143.83	\$148.14	\$152.58	\$157.16
Project Manager – Junior	\$118.36	\$121.91	\$125.57	\$129.34	\$133.22



Project Manager – Intermediate	\$134.50	\$138.54	\$142.70	\$146.98	\$151.39
Project Manager – Senior	\$152.84	\$157.42	\$162.14	\$167.00	\$172.01

2. MAXIMUM ORDER GUIDELINE.

\$500,000 per order

3. MINIMUM ORDER.

\$100 per order

4. GEOGRAPHIC COVERAGE. Domestic only.

5. PRODUCTION POINT. United States (Services)

6. DISCOUNT FROM LIST PRICES OR STATEMENT OF NET PRICE.

Prices are net prices; discounts have been deducted

7. QUANTITY DISCOUNTS. 1% over \$500,000.

8. PROMPT PAYMENT TERMS. 1% Net 10.

9a. GOVERNMENT PURCHASE CARDS.

Accepted at or below the micro-purchase threshold

9b. GOVERNMENT PURCHASE CARDS.

Not accepted above the micro-purchase threshold

10. FOREIGN ITEMS. None

11a. TIME OF DELIVERY. As mutually agreed on between the vendor and ordering activity.

11b. EXPEDITED DELIVERY. As mutually agreed on between the vendor and ordering activity.

11c. OVERNIGHT AND 2-DAY DELIVERY. As mutually agreed, on between the vendor and ordering activity.

11d. URGENT REQUIREMENTS. As mutually agreed, on between the vendor and ordering activity.

12. FOB POINT. Destination

13a. ORDERING ADDRESS. 4229 Lafayette Center Dr., Ste 1675, Chantilly, VA 20151

13b. ORDERING PROCEDURES.

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

- a. FAR 8.405-2 Ordering procedures for services requiring a statement of work.

14. PAYMENT ADDRESS. 4229 Lafayette Center Dr., Ste 1675, Chantilly, VA 20151

15. WARRANTY PROVISION. Not applicable

16. EXPORT PACKING CHARGES. Not applicable

17. TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE. Not applicable

18. TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR.

Not applicable

19. TERMS AND CONDITIONS OF INSTALLATION. Not applicable

20. TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES. Not applicable

21. LIST OF SERVICE AND DISTRIBUTION POINTS. Not applicable

22. LIST OF PARTICIPATING DEALERS. Not applicable

23. PREVENTIVE MAINTENANCE. Not applicable

24a. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES. Not applicable

24b. INDICATE SECTION 508 COMPLIANCE INFORMATION IS AVAILABLE ON ELECTRONIC AND INFORMATION TECHNOLOGY SUPPLIES AND SERVICES. www.bifact.com

25. DATA UNIVERSAL NUMBER SYSTEM (DUNS) NUMBER.
625018861

26. NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM), PREVIOUSLY CENTRAL CONTRACTOR REGISTRATION (CCR) DATABASE. Registration valid

27. LABOR CATEGORY DESCRIPTIONS

Equivalencies : This section describes equivalencies or equivalent experience in lieu of Minimum Education

Two years of related experience may be substituted for each year short of the required degree

A relevant degree may be substituted for two years of related experience.

A relevant industry certification may be substituted for one year of project-related experience

Applications Systems Analyst/Intermediate Programmer

Minimum Education: Bachelor's degree or equivalent training and experience in computer science.

Minimum Years' Experience: 3 Years/Experience in the complete SDLC from project inception through operational support.

Responsibilities:

- Experience in the complete SDLC from project inception through operational support.
- Familiar with relational databases and client-server concepts. Performs a variety of tasks.
- Works under general supervision; typically reports to a project leader or manager.
- Prepares detailed specifications from which programs will be written.
- Designs, codes, tests, debugs, documents, and maintains those programs.
- Competent to work on most phases of applications systems analysis and programming activities, but requires instruction and guidance in other phases.

Software Systems Engineer

Minimum Education: Bachelor's Degree

Minimum Years' Experience: 5 years of systems engineering or development experience

Responsibilities:

- Under general supervision, works from specifications to develop or modify moderately complex software programming applications.
- Assists with design, coding, benchmark testing, debugging, and documentation of programs.
- Applications generally deal with utility programs, position control language, macros, subroutines, and other control modules.
- Competent to work on most phases of software systems programming applications, but requires instruction and guidance in other phases.

Senior Software Developer

Minimum Education:	Bachelor's degree in Computer Science or equivalent.
Minimum Years' Experience:	At least 7 years of systems development experience
Responsibilities: <ul style="list-style-type: none">• Technical experience participating in systems analysis and design definition.• Analyzes, designs, codes and documents software applications.• Performs all functions of digital computer programming, using standard design and programming techniques.• Analyzes and studies system requirements and develops methods for problem solving by producing data flow diagrams, entity-relationship diagrams and/or associated documents.	

- Advises on computer requirements and limitations to help define automation needs.
- Providing technical consultation in solving problems of design and reliability, or in maintaining the ability of the system.
- Writes procedural guidance to be followed by users.
- Maintains files, records, and operational data and prepares periodic and/or periodical reports and various other documents pertaining to assignments.
- Participates in the testing of computer programs, revising and refining all necessary documentation as testing is completed.
- Design, modify, develop, write, and implement software programming applications.
- Support and/or install software applications.
- Participate in the testing process through test review and analysis, test witnessing, and certification of software.
- Write requirement documents, implement and track development timelines, and implement new sets with the development team.

Software/Database Architect

Minimum Education:

Master/Bachelor's degree in Computer Science,

Minimum Years' Experience:

Nine (9) years or more software development experiences.

Responsibilities:

- The Back-End Web Developer crafts the right architecture to solve technical problems at hand, defines, documents, and communicates with project managers and team leads.
- Software Architect requires to make sure the software and system architectures are in synchronization, the software's/systems' right modeling are being done on schedule, knowing that the qualities and performance are going to be met with clients' requirements and needs.
- Software Architect also requires identifying, interacting, and communicating with stakeholders during the software/system design progress, resolving disputes, resolving technical problems, and making tradeoffs, planning for new technology insertion, and managing risk identification and risk mitigation strategies associated with the software/system architecture.
- Develops strategies for data acquisitions, archive recovery, and implementation of a database. Works in a data warehouse environment, which includes data design, database architecture, metadata and repository creation.

- Translates business needs into long-term architecture solutions. Defines, designs, and builds dimensional databases. Develops data warehousing blueprints, evaluating hardware and software platforms, and integrating systems.

Data Warehousing Analyst

Minimum Education:	Bachelor's degree/equivalent in computer science, IT or related discipline or 5 years of experience.
Minimum Years' Experience:	5 or more years' experience in data warehousing and business intelligence tools
Responsibilities:	
<ul style="list-style-type: none"> • Works in a data warehouse environment, which includes metadata and repository creation. • Reviews data loaded into the data warehouse for accuracy. • Responsible for the development, maintenance and support of an enterprise data warehouse system and corresponding data marts. • Troubleshoots and tunes existing data warehouse applications. • Assists in establishing development standards. • Conducts research into new data warehouse applications and determines viability for adoption. • Evaluates existing subject areas stored in the data warehouse. Incorporates existing subject areas into an enterprise model. • Creates new or enhanced components of the data warehouse. 	

Business Systems Analyst



Minimum Education:	Bachelor's degree or equivalent training and experience in computer science.
Minimum Years' Experience:	At least 2 years of experience, with at least 1 year of experience in data processing.
Responsibilities:	
<ul style="list-style-type: none"> • Develops program-level specifications under supervision. Develops, modifies, and maintains business and information management programs. • Uses standard procedures and detailed specifications for program development, file and data manipulation, error detection and correction, program testing and documentation • Under general supervision, formulates and defines systems scope and objectives through research and fact-finding combined with an understanding of applicable business systems and industry requirements. • Includes analysis of business and user needs, documenting requirements, and revising existing system logic difficulties as necessary. • Competent to work in some phases of systems analysis and considers the business implications of the application of technology to the current business environment. 	

Senior IT Analyst/Desktop Support Specialist	
Minimum Education:	Bachelor's degree or equivalent
Minimum Years' Experience:	5 years
Responsibilities:	
<ul style="list-style-type: none"> • Configures desktops, deploy an operating system image to a target computer. • Installs and configures desktop applications to a target computer. • Monitor system logs and report daily and create Incident reports for Unix platforms, Wintel platforms, databases, or Other platforms or applications. • Responsible for the ongoing maintenance and future planning needs of the company's desktop environment 	
<ul style="list-style-type: none"> • Collaborate with existing vendors to evaluate the new technology that is available and make recommendations to management on using that technology • Monitor the performance of the company's desktop infrastructure and make suggestions for improving efficiency • Evaluate applications and software patches for desktop applications to see if they will solve desktop issues • Confers with end users to determine types of hardware and software required. • Configure applications to fulfill requirements or selects appropriate off-the-shelf software and modifies to suit. • Trains end users in use of equipment and software. 	



Business Subject Matter Specialist/Expert	
Minimum Education:	Bachelor's Degree or equivalent
Minimum Years' Experience:	9 years
Responsibilities:	
<ul style="list-style-type: none"> Provides technical knowledge and analysis of highly specialized applications and operational environments, high-level functional systems analysis, design, integration, documentation and implementation advice on exceptionally complex problems that need extensive knowledge of the subject matter for effective implementation. Participates as needed in all phases of software development with emphasis on the planning, analysis, testing, integration, documentation, and presentation phases. 	

Help Desk Support (Administrative) - Junior	
Minimum Education:	Associate Degree or equivalent
Minimum Years' Experience:	0-2 years of relevant experience
Responsibilities: Under general supervision, responds to and diagnoses problems through discussions with users. Includes problem recognition, research, isolation, and resolution steps. Typically, is able to resolve fewer complex problems immediately, while more complex problems are assigned to senior level support. May involve use of problem management database and help desk systems.	

Help Desk Support (Administrative) - Intermediate	
Minimum Education:	Associate Degree or equivalent
Minimum Years' Experience:	3-5 years of relevant experience
Responsibilities: Under general direction, responsible for ensuring the timely process through which problems are controlled. Includes problem recognition, research, isolation, resolution, and follow-up steps. Requires experience and understanding of MIS environment. Typically involves use of problem management database and help desk system. May provide guidance/training for less-experienced personnel.	

Help Desk Support (Administrative) - Senior	
Minimum Education:	Bachelor's degree or equivalent
Minimum Years' Experience:	More than 5 years of relevant experience



Responsibilities: Has overall responsibility for help desk operations associated with the identification, prioritization and resolution of reported problems. Ensures that all phases of help desk support are properly coordinated, monitored, logged, tracked and resolved appropriately. Requires experience and understanding of MIS environment. May maintain responsibility for development, maintenance and integrity of help desk software. May lead team and act as project manager in some cases.



Help Desk Support Specialist (IT) - Junior	
Minimum Education:	Associate Degree or equivalent
Minimum Years' Experience:	0-2 years of relevant experience
Responsibilities: Under general supervision, provides first-tier support to end users for either PC, server, or mainframe applications and hardware. May interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Maintains currency and high level of technical skill in field of expertise. Escalates more complex problems to senior level.	

Help Desk Support Specialist (IT) - Intermediate	
Minimum Education:	Associate Degree or equivalent
Minimum Years' Experience:	3-5 years of relevant experience
Responsibilities: Under general supervision, provides second-tier support to end users for either PC, server, or mainframe applications and hardware. Handles problems that the first tier of help desk support is unable to resolve. May interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Maintains currency and high level of technical skill in field of expertise. Escalates more complex problems to senior level.	

Help Desk Support Specialist (IT) - Senior	
Minimum Education:	Bachelor's degree or equivalent
Minimum Years' Experience:	More than 5 years of relevant experience
Responsibilities: Has overall responsibility for help desk operations associated with the identification, prioritization and resolution of reported problems. Provides third-tier support to end users for either PC, server, or mainframe applications and hardware. Handles problems that the second tier of help desk support is unable to resolve. May interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Maintains currency and highest level of technical skill in field of expertise. May lead team and act as project manager in some cases.	



Information Systems Training Specialist - Junior	
Minimum Education:	Bachelor's degree in Computer Science or equivalent.
Minimum Years' Experience:	1-2 years of relevant experience
Responsibilities: Under general supervision, organizes and conducts moderately complex training and educational programs for information systems or user personnel. Maintains records of training activities, employee progress, and program effectiveness. Competent to work on most phases of information systems training.	

Information Systems Training Specialist - Intermediate	
Minimum Education:	Bachelor's degree in Computer Science or equivalent.
Minimum Years' Experience:	3-5 years of relevant experience
Responsibilities: Under general supervision, organizes and conducts moderately complex training and educational programs for information systems or user personnel. Maintains records of training activities, employee progress, and program effectiveness. Competent to work on most phases of information systems training.	

Information Systems Training Specialist - Senior	
Minimum Education:	Bachelor's degree in Computer Science or equivalent.
Minimum Years' Experience:	5 or more years of relevant experience
Responsibilities: Provides, organizes, prepares, and conducts complex training and educational programs for information systems or user personnel. May design and develop in-house programs. Maintains records of training activities, employee progress, and program effectiveness. Competent to work at the highest level of all phases of information systems training. May lead team and act as project manager in some cases.	



Technical Writer - Junior	
Minimum Education:	Bachelor's degree in Computer Science or equivalent.
Minimum Years' Experience:	0-2 years of relevant experience
Responsibilities: Under general supervision Writes a variety of technical articles, reports, brochures, and/or manuals for documentation for a wide range of uses. Coordinates the display of graphics and the production of the document. Responsible for content of technical documentation. Checks author's document for spelling, grammar and content problems (e.g., missing instructions or sections; redundant or unnecessary sections). Accuracy of content may fall under this position or the Technical Writer-Senior, depending on the expertise of the writer.	

Technical Writer - Intermediate	
Minimum Education:	Bachelor's degree in Computer Science or equivalent.
Minimum Years' Experience:	3-5 years of relevant experience
Responsibilities: Under general supervision Writes a variety of technical articles, reports, brochures, and/or manuals for documentation for a wide range of uses. Coordinates the display of graphics and the production of the document. Responsible for content of technical documentation. Checks author's document for spelling, grammar and content problems (e.g., missing instructions or sections; redundant or unnecessary sections). Accuracy of content may fall under this position or the Technical Writer-Senior, depending on the expertise of the writer.	

Technical Writer - Senior	
Minimum Education:	Bachelor's degree in Computer Science or equivalent.
Minimum Years' Experience:	More than 5 years of relevant experience
Responsibilities: Writes a variety of technical articles, reports, brochures, and/or manuals for documentation for a wide range of uses. Coordinates the display of graphics and the production of the document. Responsible for content of technical documentation. Checks author's document for spelling, grammar and content problems (e.g., missing instructions or sections; redundant or unnecessary sections). Accuracy of content may fall under this position. May lead team and act as project manager in some cases.	



Application Developer - Junior	
Minimum Education:	Bachelor's degree in Computer Science or equivalent.
Minimum Years' Experience:	0-2 years of relevant experience
Responsibilities: Under general supervision, develops codes, tests, and debugs new software or enhancements to existing software. Has good understanding of business applications. Works with technical staff to understand problems with software and resolve them. Resolves customer complaints with software and responds to suggestions for improvements and enhancements. May assist in development of software user manuals.	

Application Developer - Intermediate	
Minimum Education:	Bachelor's degree in Computer Science or equivalent.
Minimum Years' Experience:	3-5 years of relevant experience
Responsibilities: Under general supervision, develops codes, tests, and debugs new software or enhancements to existing software. Has good understanding of business applications. Works with technical staff to understand problems with software and resolve them. Resolves customer complaints with software and responds to suggestions for improvements and enhancements. May assist in development of software user manuals.	

Application Developer - Senior	
Minimum Education:	Bachelor's degree in Computer Science or equivalent.
Minimum Years' Experience:	5 or more years of relevant experience
Responsibilities: Develops codes, tests, and debugs new software or enhancements to existing software. Has good understanding of business applications. Works with technical staff to understand problems with software and resolve them. Resolves customer complaints with software and responds to suggestions for improvements and enhancements. May assist in development of software user manuals. Requires two years' experience in the field. May lead team and act as project manager in some cases.	



System Administrator - Junior	
Minimum Education:	Bachelor's degree in Computer Science or associate degree with 2 years' experience.
Minimum Years' Experience:	0-2 years of relevant experience
<p>Responsibilities: Under general supervision, responsible for installing, configuring, and maintaining operating system workstations and servers, including web servers, in support of business processing requirements. Performs software installations and upgrades to operating systems and layered software packages. Schedules installations and upgrades and maintains them in accordance with established IT policies and procedures. Monitors and tunes the system to achieve optimum performance levels. Ensures workstation/server data integrity by evaluating, implementing, and managing appropriate software and hardware solutions. Ensures data/media recoverability by implementing a schedule of system backups and database archive operations. Supports media management through internal methods and procedures or through offsite storage and retrieval services. Develops and promotes standard operating procedures. Conducts routine hardware and software audits of workstations and servers to ensure compliance with established standards, policies, and configuration guidelines. Develops and maintains a comprehensive operating system hardware and software configuration database/library of all supporting documentation.</p>	

System Administrator - Intermediate	
Minimum Education:	Bachelor's degree in Computer Science or associate degree with 3 years' experience.
Minimum Years' Experience:	3-5 years of relevant experience
<p>Responsibilities: Under general supervision, responsible for installing, configuring, and maintaining operating system workstations and servers, including web servers, in support of business processing requirements. Performs software installations and upgrades to operating systems and layered software packages. Schedules installations and upgrades and maintains them in accordance with established IT policies and procedures. Monitors and tunes the system to achieve optimum performance levels. Ensures workstation/server data integrity by evaluating, implementing, and managing appropriate software and hardware solutions. Ensures data/media recoverability by implementing a schedule of system backups and database archive operations. Supports media management through internal methods and procedures or through offsite storage and retrieval services. Develops and promotes standard operating procedures. Conducts routine hardware and software audits of workstations and servers to ensure compliance with established standards, policies, and configuration guidelines. Develops and maintains a comprehensive operating system hardware and software configuration database/library of all supporting documentation.</p>	

System Administrator - Senior



Multiple Award Schedule (MAS)

Minimum Education:	Bachelor's degree in Computer Science or equivalent.
Minimum Years' Experience:	5 or more years of relevant experience
Responsibilities: Responsible for installing, configuring, and maintaining operating system workstations and servers, including web servers, in support of business processing requirements. Performs software installations and upgrades to operating systems and layered software packages. Schedules installations and upgrades and maintains them in accordance with established IT policies and procedures. Monitors and tunes the system to achieve optimum performance levels. Ensures workstation/server data integrity by evaluating, implementing, and managing appropriate software and hardware solutions. Ensures data/media recoverability by implementing a schedule of system backups and database archive operations. Supports media management through internal methods and procedures or through offsite storage and retrieval services. Develops and promotes standard operating procedures. Conducts routine hardware and software audits of workstations and servers to ensure compliance with established standards, policies, and configuration guidelines. Develops and maintains a comprehensive operating system hardware and software configuration database/library of all supporting documentation. May lead team and act as project manager in some cases.	



Project Manager - Junior	
Minimum Education:	Bachelor's degree in Computer Science or equivalent.
Minimum Years' Experience:	3 - 5 years of program management or project related experience.
<p>Responsibilities: Responsible for all aspects of the development and implementation of assigned projects and provides a single point of contact for those projects. Takes projects from original concept through final implementation. Interfaces with all areas affected by the project including end users, computer services, and client services. Defines project scope and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Provides technical and analytical guidance to project team. Recommends and takes action to direct the analysis and solutions of problems.</p>	

Project Manager - Intermediate	
Minimum Education:	Bachelor's degree in Computer Science or equivalent.
Minimum Years' Experience:	5- 8 years of program management or project related experience.
<p>Responsibilities: Responsible for all aspects of the development and implementation of assigned projects and provides a single point of contact for those projects. Takes projects from original concept through final implementation. Interfaces with all areas affected by the project including end users, computer services, and client services. Defines project scope and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Provides technical and analytical guidance to project team. Recommends and takes action to direct the analysis and solutions of problems.</p>	

Project Manager - Senior	
Minimum Education:	Bachelor's degree in Computer Science or equivalent.
Minimum Years' Experience:	8 or more years of program management or project related experience



Responsibilities: Responsible for all aspects of the development and implementation of assigned projects and provides a single point of contact for those projects. Takes projects from original concept through final implementation. Interfaces with all areas affected by the project including end users, computer services, and client services. Defines project scope and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Provides technical and analytical guidance to project team. Recommends and takes action to direct the analysis and solutions of problems. Can act as a program manager.

TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 54151S)

1. SCOPE a. The prices, terms and conditions stated under Special Item Number 54151S Information

Technology Professional Services apply exclusively to IT Professional Services within the scope of this Information Technology Schedule. b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

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

Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract. b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements. c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

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

– May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available. b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence. TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 54151S) Critical Information Specific to Schedule # 70– Information Technology, Software & Services Solicitation FCIS-JB-980001B (Refresh # 37) Page 51 of 73

4. PERFORMANCE OF SERVICES a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity. b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity. c.

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

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

5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989) (a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the 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. Critical Information Specific to Schedule # 70– Information Technology, Software & Services Solicitation FCIS-JB-980001B (Refresh # 37) Page 52 of 73

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

6. INSPECTION OF SERVICES In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS-COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4

CONTRACT TERMS AND CONDITIONS –COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I – OCT 2008)

(DEVIATION I – FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

7. **RESPONSIBILITIES OF THE CONTRACTOR** The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Dec 2007) Rights in Data – General, may apply.
8. **RESPONSIBILITIES OF THE ORDERING ACTIVITY** Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT Professional Services.
9. **INDEPENDENT CONTRACTOR** All IT Professional Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.
10. **ORGANIZATIONAL CONFLICTS OF INTEREST**
 - a. Definitions. “Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract. “Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor. An “Organizational conflict of interest” exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor’s or its affiliates’ objectivity in performing contract work.
 - b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, Critical Information Specific to Schedule # 70– Information Technology, Software & Services Solicitation FCIS-JB-980001B (Refresh # 37) Page 53 of 73 or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.
11. **INVOICES** The Contractor, upon completion of the work ordered, shall submit invoices for IT Professional services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of

defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

12. **PAYMENTS** For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition. As prescribed in 16.601(e)(3), insert the following provision: (a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation. (b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by— (1) The offeror; (2) Subcontractors; and/or (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.
13. **RESUMES** Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.
14. **INCIDENTAL SUPPORT COSTS** Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.
15. **APPROVAL OF SUBCONTRACTS** Critical Information Specific to Schedule # 70– Information
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The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.
16. **DESCRIPTION OF IT/IAM PROFESSIONAL SERVICES AND PRICING** a. The Contractor shall provide a description of each type of IT/IAM Service offered under Special Item Numbers 54151S IT/IAM Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided. b. Pricing for all IT/IAM Professional Services shall be in accordance with the Contractor's customary commercial practices, e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education. The following is an example of the



manner in which the description of a commercial job title should be presented: EXAMPLE:
Commercial Job Title: System Engineer Minimum/General Experience: Three (3) years of technical experience which applies to systems analysis and design techniques for complex computer systems. Requires competence in all phases of systems analysis techniques, concepts and methods; also requires knowledge of available hardware, system software, input/output devices, 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.