



**GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST**

**General Services Administration
Federal Supply Service
General Purpose Multiple Award Schedule
(MAS) Price List**

**SIN No. 33411 Purchasing of new electronic
equipment
SIN No. 811212 Maintenance of Equipment, Repair
Services and/or Repair/Spare Parts
SIN No. 511210 Software Licenses
SIN No. 54151S Information Technology
Professional Services
SIN No. OLM Order-Level Materials**

**Contract number: 47QTCA19D0030
Period Covered by Contract:
December 10, 2018 through December 9, 2023**

Pricelist current through: January 27, 2021

And MAS Modification PS A821

**Neo Tech Solutions, Inc.
One Cragwood Road, Suite 301
South Plainfield, NJ 07080
www.neotechusa.com**

**Business Size: Small Disadvantaged Business
DUNS: 053711417**



For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at
<http://www.fss.gsa.gov>.

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 at www.gsaadvantage.gov.

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NEO TECH SOLUTIONS INFORMATION

1a. TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs)

SIN	SIN Description
SIN 33411	Purchase of Equipment
SIN 811212	Maintenance of Equipment & Repair Service
SIN 511210	Perpetual Software License
SIN 54151S	Information Technology Professional Services
SIN OLM	Order-Level Materials
NOTE: Cooperative Purchasing and Disaster Recovery are incorporated as part of this contract.	

1b. LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN:

SIN #	Model	Price
33411	BAL-WA-301-1YR	\$23.95
511210	NTUSCOM	\$120.00
54151S	Help Desk Tier 1	\$42.72

1c. HOURLY RATES:
See GSA Price List on Page 20 for Details

2. MAXIMUM ORDER:
\$500,000 Per Individual Order

3. MINIMUM ORDER:
\$100.00

4. GEOGRAPHIC COVERAGE:
Domestic, 50 states, Washington, DC, Puerto Rico, US Territories and to a CONUS port or consolidation point for orders received from overseas activities.

5. POINT(S) OF RODUCTION: USA

6. DISCOUNT FROM LIST PRICES:
GSA Net Prices are incorporated. Negotiated discounts have been applied and the IFF has been added.

7. QUANTITY DISCOUNT(S):
Additional 2% for individual task orders in excess of \$300,000.

8. PROMPT PAYMENT TERMS:
Net 30 Days

- 9a. Government Purchase Cards are accepted at or below the micro-purchase threshold.
- 9b. Government Purchase Cards are accepted above the micro-purchase threshold.
10. FOREIGN ITEMS:
None
- 11a. **TIME OF DELIVERY: As Negotiated**
- .11b. **EXPEDITED DELIVERY:**
Contact Contractor for details
- 11c. **OVERNIGHT AND 2-DAY DELIVERY:**
Contact Contractor for details
- 11d. **URGENT REQUIRMENTS:**
When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering agency, agencies 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 agency, 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.
12. **FOB POINT: FOB Destination**
- 13a. **ORDERING ADDRESS:**
Neo Tech Solutions, Inc.
One Cragwood Road, Suite 301
South Plainfield, NJ 07080
888-418-8440 or 301-502-6491
- 13b. **ORDERING PROCEDURES:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in FAR 8.405-3
14. **PAYMENT ADDRESS:**
Neo Tech Solutions, Inc.
One Cragwood Road, Suite 301
South Plainfield, NJ 07080
15. **WARRANTY PROVISION:**
- Unless specified otherwise in this contract, the Contractor's standard commercial warranty as stated in the contract's commercial pricelist will apply to this contract.
 - The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract.
 - 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: Not Applicable.

16. EXPORT PACKING CHARGES: Not Applicable
17. TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE:
Government purchase 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.
18. **TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE):** Not Applicable
19. **TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE):**
Not Applicable
20. **TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE)** The requisitioning 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, de-installation, and reinstallation services under SIN 33411.
- 20a. TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE):
Not Applicable
21. LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE):
Not Applicable
22. LIST OF PARTICIPATING DEALERS (IF APPLICABLE): Not Applicable
23. PREVENTIVE MAINTENANCE (IF APPLICABLE): If applicable on a delivery order basis, the preventive maintenance terms and conditions will be indicated in the approved End User License Agreement or Services and License Addendum approved by GSA.
- 24a. **SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants):**
Not Applicable
- 24b. Section 508 Compliance for EIT: 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 IT hardware/software/services are 508 compliant: Yes No
The EIT standard can be found at: www.Section508.gov/.

25. DUNS NUMBER: 053711417

25 a. CAGE Code: 3K3D0

26. NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE:

Neo Tech Solutions, Inc. is registered in System for Award Management (SAM) in lieu of FAR clause 52.204-7, Central Contractor Registration (CCR). Our information in SAM is current, accurate, and complete.

**TERMS AND CONDITIONS APPLICABLE TO PURCHASING OF
NEW ELECTRONIC EQUIPMENT
(SPECIAL ITEM NUMBER 33411)**

1. MATERIAL AND WORKMANSHIP

All equipment furnished hereunder must satisfactorily perform the function for which it is intended.

2. ORDER

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.

For credit card orders and BPAs, telephone orders are permissible.

3. TRANSPORTATION OF EQUIPMENT

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

4. INSTALLATION AND TECHNICAL SERVICES

a.) INSTALLATION. When the equipment 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 in the price schedule.

b.) 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 applies.

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 under SIN 33411.

c.) OPERATING AND MAINTENANCE MANUALS. The Contractor shall furnish the Government with one copy of all operating and maintenance manuals which are normally provided with the equipment being purchased.

5. 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 equipment that has been tendered for acceptance. The ordering activity may require repair or replacement of nonconforming equipment 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.

6. WARRANTY

Unless specified otherwise in this contract, the Contractor's standard commercial warranty as stated in the contract's commercial pricelist will apply to this contract. See pricing pages for individual manufacturer warranties.

- a.) Unless specified otherwise in this contract, the Contractor's standard commercial warranty as stated in the contract's commercial pricelist will apply to this contract.
- 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.
- 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.

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.

8. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City or otherwise) covering work of this character, and shall include all costs, if any, of such compliance in the prices quoted in this offer.

9. TRADE-IN OF INFORMATION TECHNOLOGY EQUIPMENT

When an ordering activity determines that Information Technology equipment will be replaced, the ordering activity shall follow the contracting policies and procedures in the Federal Acquisition Regulation (FAR), the policies and procedures regarding disposition of information technology excess personal property in the Federal Property Management Regulations (FPMR) (41 CFR 101-43.6), and the policies and procedures on exchange/sale contained in the FPMR (41 CFR part 101-46)

**TERMS AND CONDITIONS APPLICABLE TO COMPUTER AND OFFICE
MACHINE REPAIR AND MAINTENANCE
(SPECIAL ITEM NUMBER 811212)**

1. SERVICE AREAS

- a. The maintenance and repair service rates listed herein are applicable to any ordering activity locations within a 50 mile radius of the Contractor's service points. If any additional charge is to apply because of the greater distance from the Contractor's service locations, the mileage rate or other distance factor shall be negotiated at the Task Order level.
- b. When repair services cannot be performed at the ordering activity installation site, the repair services will be performed at the Contractor's plant(s) listed below: One Cragwood Rd, Suite 301 South Plainfield, NJ 07080

2. MAINTENANCE ORDER

- a.) Agencies may use written orders, EDI orders, credit card orders or BPAs, for ordering maintenance under this contract. The Contractor shall confirm orders within fifteen (15) calendar days from the date of receipt, except that confirmation of orders shall be considered automatic for renewals for maintenance (Special Item Number 811212). Automatic acceptance of order renewals for maintenance service shall apply for machines which may have been discontinued from use for temporary periods of time not longer than 120 calendar days. If the order is not confirmed by the Contractor as prescribed by this paragraph, the order shall be considered as confirmed by the Contractor.
- b.) The Contractor shall honor orders for maintenance for the duration of the contract period or a lesser period, for the equipment shown in the pricelist. Maintenance service shall commence on a mutually agreed upon date, which will be written into the maintenance order. Maintenance orders shall not be made effective before the expiration of any applicable maintenance and parts guarantee/warranty period associated with the purchase of equipment. Orders for maintenance service shall not extend beyond the end of the contract period.
- c.) Maintenance may be discontinued by the ordering activity on thirty (30) calendar days written notice, or shorter notice when agreed to by the Contractor; such notice to become effective thirty (30) calendar days from the date on the notification. However, the ordering activity may extend the original discontinuance date upon written notice to the Contractor, provided that such notice is furnished at least ten (10) calendar days prior to the original discontinuance date.
- d.) Annual Funding. When annually appropriated funds are cited on a maintenance order, the period of maintenance shall automatically expire on September 30th of the contract period, or at the end of the contract period, whichever occurs first. Renewal of a maintenance order citing the

new appropriation shall be required, if maintenance is to continue during any remainder of the contract period.

e.) Cross-year Funding Within Contract Period. Where an ordering activity's specific appropriation authority provides for funds in excess of a 12-month, fiscal year period, the ordering activity may place an order under this schedule contract for a period up to the expiration of the contract period, notwithstanding the intervening fiscal years.

f.) Ordering activities should notify the Contractor in writing thirty (30) calendar days prior to the expiration of maintenance service, if maintenance is to be terminated at that time. Orders for continued maintenance will be required if maintenance is to be continued during the subsequent period.

3. REPAIR SERVICE AND REPAIR PARTS/SPARE PARTS ORDERS

a.) Agencies may use written orders, EDI orders, credit card orders, blanket purchase agreements (BPAs), or small order procedures for ordering repair service and/or repair parts/spare parts under this contract. Orders for repair service shall not extend beyond the end of the contract period.

b.) When repair service is ordered, only one chargeable repairman shall be dispatched to perform repair service, unless the ordering activity agrees, in advance, that additional repair personnel are required to effect repairs.

4. LOSS OR DAMAGE

When the Contractor removes equipment to his establishment for repairs, the Contractor shall be responsible for any damage or loss, from the time the equipment is removed from the ordering activity installation, until the equipment is returned to such installation.

5. SCOPE

a.) The Contractor shall provide maintenance for all equipment listed herein, as requested by the ordering activity during the contract term. Repair service and repair parts/spare parts shall apply exclusively to the equipment types/models within the scope of this Information Technology Schedule.

b.) Equipment placed under maintenance service shall be in good operating condition.

(1) In order to determine that the equipment is in good operating condition, the equipment shall be subject to inspection by the Contractor, without charge to the ordering activity.

(2) Costs of any repairs performed for the purpose of placing the equipment in good operating condition shall be borne by the Contractor, if the equipment was under the Contractor's guarantee/warranty or maintenance responsibility prior to the effective date of the maintenance order.

(3) If the equipment was not under the Contractor's responsibility, the costs necessary to place the equipment in proper operating condition are to be borne by the ordering activity, in accordance with the provisions of Special Item Number 811212 (or outside the scope of this contract).

6. RESPONSIBILITIES OF THE ORDERING ACTIVITY

a.) Ordering activity personnel shall not perform maintenance or attempt repairs to equipment while such equipment is under the purview of a maintenance order, unless agreed to by the Contractor.

b.) Subject to security regulations, the ordering activity shall permit access to the equipment

which is to be maintained or repaired.

- c.) If the Ordering Activity desires a factory authorized/certified service personnel then this should be clearly stated in the task or delivery order.

7. RESPONSIBILITIES OF THE CONTRACTOR

a.) For equipment not covered by a maintenance contract or warranty, the Contractor's repair service personnel shall complete repairs as soon as possible after notification by the ordering activity that service is required. Within the service areas, this repair service should normally be done within 4 hours after notification.

b.) If the Ordering Activity task or delivery order specifies a factory authorized/certified service personnel then the Contractor is obligated to provide such a factory authorized /certified service personnel for the equipment to be repaired or serviced, unless otherwise agreed to in advance between the Agency and the Contractor.

8. MAINTENANCE RATE PROVISIONS

a.) The Contractor shall bear all costs of maintenance, including labor, parts, and such other expenses as are necessary to keep the equipment in good operating condition, provided that the required repairs are not occasioned by fault or negligence of the ordering activity. (NotApplicable)

b.) REGULAR HOURS

The basic monthly rate for each make and model of equipment shall entitle the ordering activity to maintenance service during a mutually agreed upon nine (9) hour principal period of maintenance, Monday through Friday, exclusive of holidays observed at the ordering activity location. Not Applicable

c.) AFTER HOURS

Should the ordering activity require that maintenance be performed outside of Regular Hours, charges for such maintenance, if any, will be specified in the pricelist. Periods of less than one hour will be prorated to the nearest quarter hour. Not Applicable

d.) TRAVEL AND TRANSPORTATION

If any charge is to apply, over and above the regular maintenance rates, because of the distance between the ordering activity location and the Contractor's service area, the charge will be negotiated at the Task Order level.

e.) QUANTITY DISCOUNTS

Quantity discounts from listed maintenance service rates for multiple equipment owned and/or leased by an ordering activity are indicated below:

None

9. REPAIR SERVICE RATE PROVISIONS

a.) **CHARGES.** Charges for repair service will include the labor charge, computed at the rates set forth below, for the time during which repairmen are actually engaged in work, and, when applicable, the charge for travel or transportation.

b.) **MULTIPLE MACHINES.** When repairs are ordered by an ordering activity on two or more machines located in one or more buildings within walking distance of each other, the charges will be computed from the time the repairman commences work on the first

machine, until the work is completed on the last machine. The time required to go from one machine to another, or from one building to another, will be considered actual work performance, and chargeable to the ordering activity, provided the time consumed in going between machines (or buildings) is reasonable.

c.) TRAVEL OR TRANSPORTATION

(1) AT THE CONTRACTOR'S SHOP

i. When equipment is returned to the Contractor's shop for adjustments or repairs which are not covered by the guarantee/warranty provision, the cost of transportation, packing, etc., from the ordering activity location to the Contractor's plant, and return to the ordering activity location, shall be borne by the ordering activity.

NA

ii. The ordering activity should not return defective equipment to the Contractor for adjustments and repairs or replacement without his prior consultation and instruction. **(Not Applicable)**

(2) AT THE ORDERING ACTIVITY LOCATION (Within Established Service Areas)

When equipment is repaired at the ordering activity location, and repair service rates are established for service areas or zones, the listed rates are applicable to any ordering activity location within such service areas or zones. No extra charge, time, or expense will be allowed for travel or transportation of repairmen or machines to or from the ordering activity office; such overhead is included in the repair service rates listed. **(Not Applicable)**

(3) AT THE ORDERING ACTIVITY LOCATION (Outside Established Service Areas)

i. If repairs are to be made at the ordering activity location, and the location is outside the service area as shown in paragraph 1.a, the repair service and mileage rates negotiated per subparagraphs 1.a and 8.d will apply. **(Not Applicable)**

ii. When the overall travel charge computed at the above mileage rate is unreasonable (considering the time required for travel, actual and necessary transportation costs, and the allowable ordering activity per diem rate for each night the repairman is required to remain overnight at the ordering activity location), the ordering activity shall have the option of reimbursing the Contractor for actual costs, provided that the actual costs are reasonable and allowable. The Contractor shall furnish the ordering activity with a report of travel performed and related expenses incurred. The report shall include departure and arrival dates, times, and the applicable mode of travel. **(Not Applicable)**

d.) LABOR RATES

(1) REGULAR HOURS

The Regular Hours repair service rates listed herein shall entitle the ordering activity to repair service during the period 8:00 a.m. to 5:00 p.m., Monday through Friday, exclusive of holidays observed at the ordering activity location. There shall be no additional charge for repair service which was requested during Regular Hours, but performed outside the Regular Hours defined above, at the convenience of the Contractor.

(2) AFTER HOURS

When the ordering activity requires that repair service be performed outside the Regular Hours defined above, except Sundays and Holidays observed at the ordering activity location, the After Hours repair service rates listed herein shall apply. The Regular Hours rates defined above shall apply when repair service is requested during Regular Hours, but performed After Hours at the convenience of the Contractor.

(3) SUNDAYS AND HOLIDAYS

When the ordering activity requires that repair service be performed on Sundays and Holidays observed at the ordering activity location, the Sundays and Holidays repair service rates listed herein shall apply. When repair service is requested to be performed during Regular Hours and/or After Hours, but is performed at the convenience of the Contractor on Sundays or Holidays observed at the ordering activity location, the Regular Hours and/or After Hours repair service rates, as applicable, shall apply. (Not Applicable)

REPAIR SERVICE RATES

LOCATION	REGULAR HOURS	AFTER HOLIDAYS	SUNDAYS AND MINIMUM HOURS		
		CHARGE*	PER HOUR**	PER HOUR**	PER HOUR
CONTRACTOR'S SHOP		_____	_____	_____	_____
ORDERING ACTIVITY LOCATION (WITHIN ESTABLISHED SERVICE AREAS)		_____	_____	_____	_____
ORDERING ACTIVITY LOCATION (OUTSIDE ESTABLISHED SERVICE AREAS)		_____	_____	_____	_____

*MINIMUM CHARGES INCLUDE ___ FULL HOURS ON THE JOB.

**FRACTIONAL HOURS, AT THE END OF THE JOB, WILL BE PRORATED TO THE NEAREST QUARTER HOUR. (Not Applicable)

10. REPAIR PARTS/SPARE PARTS RATE PROVISIONS

All parts, furnished as spares or as repair parts in connection with the repair of equipment, unless otherwise indicated in this pricelist, shall be new, standard parts manufactured by the equipment manufacturer. All parts shall be furnished at prices indicated in the Contractor's commercial pricelist dated_____, at a discount of___% from such listed prices. (Not Applicable)

11. GUARANTEE/WARRANTY—REPAIR SERVICE AND REPAIRPARTS/SPARE PARTS

a. REPAIR SERVICE

All repair work will be guaranteed/warranted for the period of the standard commercial warranty of the manufacturer.

b. REPAIR PARTS/SPARE PARTS

All parts, furnished either as spares or repairs parts will be guaranteed/warranted for the period of the standard commercial warranty.

12. INVOICES AND PAYMENTS

a. Maintenance Services (purchased as a product)

- (1) Invoices for maintenance service shall be submitted by the Contractor on a quarterly or monthly basis, after the completion of such period. Maintenance charges must be paid in arrears (31 U.S.C. 3324). PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.
- (2) Payment for maintenance service of less than one month's duration shall be prorated at 1/30th of the monthly rate for each calendar day.

b. Repair Service and Repair Parts/Spare Parts

Invoices for repair service and parts shall be submitted by the Contractor as soon as possible after completion of work. Payment under blanket purchase agreements will be made quarterly or monthly, except where cash payment procedures are used. Invoices shall be submitted separately to each ordering activity office ordering services under the contract. The cost of repair parts shall be shown as a separate item on the invoice, and shall be priced in accordance with paragraph #10, above. PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.

TERMS AND CONDITIONS APPLICABLE TO SIN 511210 SOFTWARE LICENSES

1. 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 software that has been tendered for acceptance. The ordering activity may require repair or replacement of nonconforming software 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 software, unless the change is due to the defect in the software.

2. ENTERPRISE END USER LICENSE AGREEMENTS REQUIREMENTS (EULA)

The Contractor shall provide all Enterprise User License Agreements in an editable Microsoft Office (Word) format.

3. GUARANTEE/WARRANTY

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

All warranties are passed through from the manufacturer. Contact Neo Tech for additional information.

- b. The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the 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.

4. TECHNICAL SERVICES

The Contractor, without additional charge to the ordering activity, shall provide a hot line technical support number [\(888\) 418-8440](tel:8884188440) for the purpose of providing user assistance and guidance in the implementation of the software. The technical support number is available from 8 AM to 5 PM Eastern Standard Time.

5. SOFTWARE MAINTENANCE

- a. Software maintenance as it is defined: (select software maintenance type):

 X 1. Software Maintenance as a Product

Software maintenance as a product includes the publishing of bug/defect fixes via patches and updates/upgrades in function and technology to maintain the operability and usability of the software product. It may also include other no charge support that is included in the purchase price of the product in the commercial marketplace. No charge support includes items such as user blogs, discussion forums, on-line help libraries and FAQs (Frequently Asked Questions), hosted chat rooms, and limited telephone, email and/or web-based general technical support for user's self-diagnostics.

Software maintenance as a product does NOT include the creation, design, implementation, integration, etc. of a software package. These examples are considered software maintenance as a service and are not covered by this contract.

Software Maintenance as a product is billed at the time of purchase.

 N/A 2. Software Maintenance as a Service

Software maintenance as a service creates, designs, implements, and/or integrates customized changes to software that solve one or more problems and is not included with the price of the software.

Software maintenance as a service includes person-to-person communications regardless of the medium used to communicate: telephone support, online technical support, customized support and/or technical expertise which are charged commercially. Software maintenance as a service is billed in arrears in accordance with 31 U.S.C. 3324.

- b. Invoices for maintenance service shall be submitted by the Contractor on a quarterly or monthly basis, after the completion of such period. Maintenance charges must be paid in arrears (31 U.S.C. 3324). PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE. (not applicable)

6. **CONVERSION FROM TERM LICENSE TO PERPETUAL LICENSE**

- a. The ordering activity may convert term licenses to perpetual licenses for any or all software at any time following acceptance of software. At the request of the ordering activity the Contractor shall furnish, within ten (10) calendar days, for each software product that is contemplated for conversion, the total amount of conversion credits which have accrued while the software was on a term license and the date of the last update or enhancement. (not applicable)
- b. Conversion credits which are provided shall, within the limits specified, continue to accrue from one contract period to the next, provided the software remains on a term license within the ordering activity. (not applicable)
- 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. (not applicable)
- d. The price the ordering activity shall pay will be the perpetual license price that prevailed at the time that 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. (not applicable)

7. **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. (not applicable)
- b. The Contractor agrees to provide updates and maintenance service for the software after a perpetual license has accrued, at the prices and terms of Special Item Number I32-34, if the licensee elects to order such services. Title to the software shall remain with the Contractor. (not applicable)

c. UTILIZATION LIMITATIONS

- a. Software acquisition is limited to commercial computer software defined in FAR Part 2.101.

- b. When acquired by the ordering activity, commercial computer software and related documentation so legend shall be subject to the following:
- i. Title to and ownership of the software and documentation shall remain with the Contractor, unless otherwise specified.
 - ii. Software licenses are by site and by ordering activity. An ordering activity is defined as a cabinet level or independent ordering activity. The software may be used by any subdivision of the ordering activity (service, bureau, division, command, etc.) that has access to the site the software is placed at, even if the subdivision did not participate in the acquisition of the software. Further, the software may be used on sharing basis where multiple agencies have joint projects that can be satisfied using the software placed at one ordering activity's site. This would allow other agencies access to one ordering activity's database. For ordering activity public domain databases, user agencies and third parties may use the computer program to enter, retrieve, analyze and present data. The user ordering activity will take appropriate action by instruction, agreement, or otherwise, to protect the Contractor's proprietary property with any third parties that are permitted access to the computer programs and documentation in accordance with the user ordering activity's permitted use of the computer programs and documentation. For purposes of this section, all such permitted third parties shall be deemed agents of the user ordering activity.
 - iii. Except as is provided in paragraph 8.b(2) above, the ordering activity shall not provide or otherwise make available the software or documentation, or any portion thereof, in any form, to any third party without the prior written approval of the Contractor. Third parties do not include prime Contractors, subcontractors and agents of the ordering activity who have the ordering activity's permission to use the licensed software and documentation at the facility, and who have agreed to use the licensed software and documentation only in accordance with these restrictions. This provision does not limit the right of the ordering activity to use software, documentation, or information therein, which the ordering activity may already have or obtains without restrictions.
 - iv. The ordering activity shall have the right to use the computer software and documentation with the computer for which it is acquired at any other facility to which that computer may be transferred, or in cases of Disaster Recovery, the ordering activity has the right to transfer the software to another site if the ordering activity site for which it is acquired is deemed to be unsafe for ordering activity personnel; to use the computer software and documentation with a backup computer when the primary computer is inoperative; to copy computer programs for safekeeping (archives) or backup purposes; to transfer a copy of the software to another site for purposes of benchmarking new hardware and/or software; and to modify the software and documentation or combine it with other software, provided that the unmodified portions shall remain subject to these restrictions.
 - v. "Commercial Computer Software" may be marked with the Contractor's standard commercial restricted rights legend, but the schedule contract and schedule pricelist, including this clause, "Utilization Limitations" are the only governing terms and conditions, and shall take precedence and supersede any different or additional terms and conditions included in the standard commercial legend.

d. 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 systems, or from one computer system to another. Under a perpetual license (511210), 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 toward the perpetual license price of the new version.

e. DESCRIPTIONS AND EQUIPMENT COMPATIBILITY

The Contractor shall include, in the schedule pricelist, 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.

f. RIGHT-TO-COPY PRICING

(not applicable)

TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SIN 54151S)

1. SCOPE

- a. The prices, terms and conditions stated under Special Item Number 54151S Information Technology Professional Services, IT Services are 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 in accordance with this clause.
- b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3. ORDER

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

4. PERFORMANCE OF SERVICES

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.

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

5. **STOP-WORK ORDER (FAR 52.242-15) (AUG1989)**

- (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 -workorder.

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 Services.

9. INDEPENDENT CONTRACTOR

All 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.

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

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

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

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

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

11. INVOICES

The Contractor, upon completion of the work ordered, shall submit invoices for IT 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: The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.

(a) 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. RÉSUMÉS

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

14. INCIDENTAL SUPPORT COSTS

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

15. APPROVAL OF SUBCONTRACTS

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

16. DESCRIPTION OF IT SERVICES AND PRICING

SIN(s)	SERVICE PROPOSED (e.g. Job Title/Task)	PRICE OFFERED TO GSA (including IFF)	QUANTITY/ VOLUME DISCOUNT
54151S	Technical Change Management Specialist	\$167.96	See Page 3 Section 7
54151S	Project Manager	\$143.13	See Page 3 Section 7
54151S	Project Manager Administrator	\$170.87	See Page 3 Section 7
54151S	Senior Applications Developer	\$170.87	See Page 3 Section 7
54151S	Senior Applications Systems Analyst	\$111.49	See Page 3 Section 7
54151S	Integration Consultant	\$133.49	See Page 3 Section 7
54151S	Integration Consultant (Support)	\$101.46	See Page 3 Section 7
54151S1	ERP Architect/Analyst	\$143.17	See Page 3 Section 7
54151S1	ERP Business Analyst - Senior	\$125.25	See Page 3 Section 7
54151S	ERP Programmer	\$107.79	See Page 3 Section 7
54151S	Software Developer – Senior	\$114.41	See Page 3 Section 7
54151S	Network Systems Administrator	\$95.20	See Page 3 Section 7
54151S	UNIX Systems Administrator	\$102.77	See Page 3 Section 7
54151S	Database Administrator	\$103.93	See Page 3 Section 7
54151S	Database Analyst/ Programmer – Senior	\$112.64	See Page 3 Section 7
54151S	Training Specialist	\$85.44	See Page 3 Section 7

54151S	Help Desk Manager	\$85.44	See Page 3 Section 7
54151S	Help Desk	\$58.74	See Page 3 Section 7
54151S	Help Desk Tier 1	\$42.72	See Page 3 Section 7
54151S	Technical Writer	\$48.06	See Page 3 Section 7
54151S	Testing Specialist	\$53.40	See Page 3 Section 7
54151S	Database Management Specialist	\$112.14	See Page 3 Section 7
54151S	Database Administrator	\$96.12	See Page 3 Section 7
54151S	Desktop Support Services	\$48.06	See Page 3 Section 7
54151S	Quality Assurance Manager	\$122.81	See Page 3 Section 7
54151S	Senior Quality Assurance Specialist	\$103.11	See Page 3 Section 7

Labor Category Title	Minimum Education	Minimum Experience (Years)
Technical Change Management Specialist	B.A., B.S. degree	Minimum of 5 years of experience consulting with organizations on making them aware of new IT enterprise systems to accepting, to implementation through embracing the new system. New enterprise systems affect the technical staff and current daily process of the users within an organization. A proactive change management approach will allow stakeholders, technical staff and business users to understand the differences they should expect, accept the change, and embrace the new ways of working within the new enterprise system.

<p>Project Manager</p>	<p>B.A., B.S. degree</p>	<p>Minimum 5 years of experience along with 2+ Years of Team Leadership. Working with IT, Networking, CRM, Website Development, SEO, and/or Social Media Projects. PMP or Equivalent Certification Recommended. Lead Client Assignments as a Project Manager, including Team Coordination and Reporting. Leadership Role, including functional leadership of junior members provided by Senior Team Members and/or the Client. Focal point of contact for Issuing Entity regarding project status, meetings, reporting requirements, scope changes, and issues and concerns raised by consultant staff or the client.</p>
<p>Project Manager Administrator</p>	<p>B.A., B.S. degree</p>	<p>Minimum 8 years of experience coordinating data administration technical functions for various developmental projects. Plans and oversees the technical transitions between development, testing, and production phases of the workplace. Facilitates change control, problem management, and communication among data architects, programmers, analysts and engineers. Overseeing medium to large scaled projects comprised of sub-projects and distinct deliverables; typically coordinates and delegates the assignments for the consultant project staff. Focal point of contact for Issuing Entity regarding project status, meetings, reporting requirements, scope changes/extensions, and financial, administrative, and technical issues and concerns raised by consultant staff or the client.</p>
<p>Senior Applications Developer</p>	<p>B.A., B.S. degree</p>	<p>Minimum of 5 years of experience with writing application software, data analysis, data access, data structures, data manipulation, databases, programming, testing and implementation, technical and user documentation, software conversions; environments include but are not limited to DOE's seven Class of Services; available to assist and/or lead in the design of program specifications and the implementation of software solutions.</p>

<p>Senior Applications Systems Analyst</p>	<p>B.A., B.S. degree</p>	<p>Must have a minimum of 4 years of experience as a software engineer working with C++, standard query language (SQL), DMBS, or third-and-fourth generation languages. Participates in the design and implementation of systems. participates as technical expert in design development, coding, testing, and debugging new software or significant enhancements to existing software. Works with technical staff to understand problems with software and develops specifications to resolve them. Resolves customer complaints and responds to suggestions for improvements and enhancements.</p>
<p>Integration Consultant</p>	<p>BS or BA degree</p>	<p>At least 5 years of experience in government or critical infrastructure industry directly related to the required area of expertise. Responsible for the overall integration of the enterprise-wide networks including the planning, design, installation, maintenance, management, and coordination of the corporate LAN/WAN (may include local, metropolitan, and wide area networks).</p>
<p>Integration Consultant (Support)</p>	<p>B.A. or B.S. degree</p>	<p>At least 3 years of experience with IT systems and technology in government or critical infrastructure industry directly related to the required area of expertise. Responsible for supporting the overall integration of the enterprise-wide networks including the planning, design, installation, maintenance, management, and coordination of the corporate LAN/WAN (may include local, metropolitan, and wide area networks).</p>

<p>ERP Architect/Analyst</p>	<p>B.A. or B.S. degree</p>	<p>At least 3 years of experience in directing technical support activities and designing and developing new software products or major enhancements to existing software. May lead a large development team in the design of complex software systems. Acts as highest-level technical expert, addressing problems of systems integration, compatibility, and multiple platforms.</p>
<p>ERP Business Analyst - Senior</p>	<p>B.A. or B.S. degree</p>	<p>At least 3 years of experience in developing functional business requirements and processes to technical solutions based upon comprehensive enterprise application solution sets. Enterprise resource planning and management processes, including but not limited to: knowledge management, investment analysis, data warehousing, e-commerce, return on investment analysis, human resource analysis, material management and logistics, supply chain management, procurement, ordering, manufacturing, decision support, and information dissemination.</p>
<p>ERP Programmer</p>	<p>B.A. or B.S. degree</p>	<p>At least 3 years of experience primarily in ERP client/server enterprise application. Designs and develops all aspects of data conversion. Builds application tables, panels, and reports. Codes individual modules and complex functions. Develops application tables, panels, and reports for projects. Responsible for software integration and external interface development.</p>

Software Developer – Senior	B.A. or B.S. degree	At least 3 years of experience as high-level technical expert in design development, coding, testing, and debugging new software or significant enhancements to existing software. Works with technical staff to understand problems with software and develops specifications to resolve them. Resolves customer complaints and responds to suggestions for improvements and enhancements. Participates in the development of software user manuals.
Network Systems Administrator	B.A. or B.S. degree	Provides system administration of Network, Web, and/or communication systems, including Local Area Network (LAN) and Wide Area Network (WAN) systems, involving network security. Prepares technical implementation plans that provide integrated solutions including actions, milestones, timelines and critical paths required for complete solutions.
UNIX Systems Administrator	B.A. or B.S. degree	Responsible for the installation, configuration, and maintenance of UNIX operating systems. Recognizes and troubleshoots problems with server hardware and applications software. Establishes and documents standards and procedures for management review. Requires extensive knowledge of computer operations and familiarity with shell and kernel programming. Typically requires two to four years of experience.
Database Administrator	B.A. or B.S. degree	Minimum 4 years of experience in the design, creation, and maintenance of computerized databases. Responsible for quality control and auditing of databases to ensure accurate and appropriate use of data. Works with management to develop database strategies to support company needs. Consults with and advises users on access to various databases. Works directly with users to resolve data conflicts and inappropriate data usage. Directs the maintenance and use of the corporate data dictionary.

Database Analyst/ Programmer – Senior	B.A. or B.S. degree	5 years of experience in the design, implementation and maintenance of complex databases with respect to JCL, access methods, access time, device allocation, validation checks, organization, protection and security, documentation and statistical methods. Includes maintenance of database dictionaries, overall monitoring of standards and procedures and integration of systems through database design. Competent to work at the highest level of all phases of database management.
Training Specialist	B.A. or B.S. degree	At least 4 years of experience he position requires a highly specialized instructional expert who works with technical experts to provide advice on instructional methods for preparing and delivering training workshops, computer-based training, and other venues.
Help Desk Manager	B.A. or B.S. degree	Under general direction, provides second-tier support to end-users for PC, server, mainframe applications, and hardware. Handles problems that the first-tier of help desk support is unable to resolve.
Help Desk	BA or BS degree	Under general supervision, provides second-tier support to end-users for PC, server, mainframe applications and hardware. Handles problems that the first-tier of help desk support is unable to resolve.
Help Desk Tier 1	Trade School or 2 Year College	Under direct supervision, provides support to end-users for PC, server or mainframe applications, and hardware.
Technical Writer	A.A or A.S. degree	Designs, writes, creates, maintains, and updates technical documentation, user's guides, system manuals, and other documents. Proofreads, edits, and formats and produces technical documentation for multiple audiences.

Testing Specialist	BA or BS degree	Experience in analysis and testing of business applications for large-, mid- and small-scale computer systems. Understands and uses one or more variety of programming languages.
Database Management Specialist	B.A. or B.S. degree	Performs logical and physical database design. Performs data analysis, database design, development activities, and implementation for databases and their conversions.
Database Administrator	B.S. degree	Administers computer databases. Assigns personnel to various projects and directs their activities; reviews and evaluates their work and prepares performance reports.
Desktop Support Services	AS or AA degree	Under general supervision, performs analytical, technical and administrative work in the planning, design and installation of new and existing personal computer systems. Works on moderately complex applications.
Quality Assurance Manager	B.S. degree	Under general direction, carries out procedures to ensure that all information systems, products and services meet organization standards and end-user requirements. Performs and leads tests of software to ensure proper operation and freedom from defects. May create test data for applications. Documents and works to resolve all complex problems. Reports progress on problem resolution to management. Responsible for management and development of project Quality Assurance Plans and the implementation of procedures that conform to the requirements of the contract.

<p>Senior Quality Assurance Specialist</p>	<p>B.S. degree</p>	<p>Reviews work products for correctness, adherence to the design concept and to user standards, and for progress in accordance with schedules. Thoroughly tests software to ensure proper operation and freedom from defects. Documents and works to resolve all problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Performs workflow analysis and recommends quality improvements.</p>
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