Federal Supply Service
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 the electronic delivery order are available through GSA Advantage!, a menu-driven database system. The INTERNET address for GSA Advantage! is: GSAAdvantage.gov.

70 – General Purpose Commercial Information Technology Equipment, Software and Services

SIN 132-51 Information Technology Professional Services

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


Symago, LLC
Contact for Contract Administration: Anthony Wang
anthony.wang@symago.com
www.symago.com
240-482-8777

Business Size: Women and Minority Owned Small Business
(ii) Customer Information:

1a. Table of awarded special item number(s) with appropriate cross reference to item descriptions and awarded prices(s): SIN 132-51
1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract: See Price List
1c. A description of all class description is shown in our Price List.
2. Maximum order: SIN 132-51 is $500,000
3. Minimum order: $100
4. Geographic Coverage (delivery area): CONUS
5. Point(s) of production: Gaithersburg, MD
6. Discount from list prices or statement of net price: 3% off List
7. Quantity discounts: 1% for purchase orders $250,000 and above
8. Prompt payment terms: 1%, (Net 15 Days) prompt payment discount
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: N/A
11a. Time of delivery: To be negotiated between the contractor and ordering agency
11b. Expedited Delivery: To be negotiated between the contractor and ordering agency
12. F.O.B. point: Destination
13a. Ordering address: Symago, LLC, 9841 Washingtonian Blvd., Suite 200-310, Gaithersburg, MD 20878
13b. Ordering procedures: For supplies and service, the ordering procedures, information on Blanket Purchase Agreements (BPA’s) are found in Federal Acquisition Regulation (FAR) 8.405-3.
14. Payment address: Symago, LLC, 9841 Washingtonian Blvd., Suite 200-310, Gaithersburg, MD 20878
15. Warranty provision: N/A
16. Export packing charges, if applicable: N/A
17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level): Accepted at all levels
18. Terms and conditions of rental, maintenance and repair (if applicable): N/A
19. Term and conditions of repair parts indicating date of parts price lists and any discounts from lists prices (if applicable): N/A
20. Terms and conditions for any other services (if applicable): N/A
21. List of service and distributions points (if applicable): N/A
22. List of participating dealers (if applicable): N/A
23. Preventive maintenance (if applicable): N/A
24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants): N/A
24b. Section 508 compliance: N/A
25. Data Universal Number System (DUNS) number: 018843644
26. Notification regarding registration in Central Contractor Registration (CCR) database: Contractor is registered in the System for Award Management (SAM) Database - CAGE Code 1X2A7
Symago, LLC

Symago, LLC is a dynamic organization that specializes in internet and telephony-based computer technologies. Our employees are dedicated professionals who have the training, management skills, tools, and knowledge necessary to assist our customers in obtaining the maximum return on their technology investment. We have high-level engineers and technology specialists who have been working in this industry for more than 20 years and are well-qualified to solve the business problems that challenge many government agencies today.

Symago’s IT Services include:

- Project Management
- Software Engineering
- Application Development
- Technical Writing
- Web Design
- GIS Analysis
Symago LLC Pricing

GSA Price with IFF

<table>
<thead>
<tr>
<th>Labor Categories</th>
<th>Rate / hour</th>
</tr>
</thead>
<tbody>
<tr>
<td>Software Engineer</td>
<td>97.73</td>
</tr>
<tr>
<td>IT Project Manager</td>
<td>122.16</td>
</tr>
<tr>
<td>IT Senior Project Manager</td>
<td>146.59</td>
</tr>
<tr>
<td>Senior Application Developer</td>
<td>122.16</td>
</tr>
<tr>
<td>Technical Writer</td>
<td>97.73</td>
</tr>
<tr>
<td>IT SME</td>
<td>141.10</td>
</tr>
<tr>
<td>Senior Web Designer</td>
<td>102.61</td>
</tr>
<tr>
<td>Senior GIS Analyst</td>
<td>122.16</td>
</tr>
</tbody>
</table>

Symago Labor Category Descriptions

Software Engineer
Minimum/General Experiences: Three (3) years of experience in the areas of systems analysis and design services, requirements analysis, migration services, technical project management, customer business consulting, system architecture consulting, or problem analysis skills.
Functional Responsibility: Responsible for designing and programming large-scale computer systems and applications. Extensive knowledge and experience with IVR platforms (e.g., Envox, Aspect CSS, Intervoice InVision), operating systems (e.g., Windows, UNIX), and/or internet technologies.
Minimum Education: BA/BS. Equivalent technical training and/or experience may be substituted for education using the relationship of one year of training and/or experience for each year of education.

IT Project Manager
Minimum/General Experiences: Five (5) years of experience in the areas of project management, client management, task management, and/or team management. Familiarity with general productivity tools, scheduling tools and project management tools including spreadsheets, word documents and Internet Technologies.
Functional Responsibility: Overall responsibility for the successful initiation, planning, design, execution, monitoring, controlling and closure of moderately complex projects. Develop requirements and advise project approaches. Coordinate and integrate technical projects and work directly with the customer representatives and project participants. Provide overall technical, cost, schedule, customer relations, and project team support for multiple contracts. Responsible for overall project control including initial planning, reporting, cost, and schedule management and technical management. Responsible for all aspects of the development and implementation of assigned projects and provides a single point of contact for those projects. Manage projects from original concept through final implementation. Define project scope and objectives. Develop detailed work plans, schedules, project estimates, resource plans, and status reports. Conduct project meetings and is responsible for project tracking and analysis. Must have demonstrated capability implementing project controls and use tools to develop project schedules, work breakdown structures, and milestone driven Gant charts.
Minimum Education: BA/BS. Equivalent technical training and/or experience may be substituted for education using the relationship of one year of training and/or experience for each year of education.

**IT Senior Project Manager**
Minimum/General Experiences: Seven (7) years of experience in the areas of project management, client management, task management, and/or team management. Familiarity with general productivity tools and project management tools including spreadsheets, word documents and Internet Technologies.
Functional Responsibility: Overall responsibility for the successful initiation, planning, design, execution, monitoring, controlling and closure of complex projects. Includes sales, marketing, and client management tasks. Ensure adherence to quality standards and review project deliverables. Manage the integration of vendor tasks and tracks and reviews vendor deliverables. Provide technical and analytical guidance to project team. Recommend and take actions to direct the analysis and solutions of problems. Prepare long and short-range plans for application selection, systems development, systems maintenance, and production activities and for necessary support resources. Analyze project related problems and create solutions involving finance, scheduling, technology, methodology, and tools. Must have demonstrated capability implementing project controls and use tools to develop project schedules, work breakdown structures, and milestone driven Gant charts.
Minimum Education: BA/BS. Equivalent technical training and/or experience may be substituted for education using the relationship of one year of training and/or experience for each year of education.

**Senior Application Developer**
Minimum/General Experiences: Five (5) years of experience in the areas of systems analysis and design services, requirements analysis, migration services, technical project management, customer business consulting, system architecture consulting, or problem analysis skills. Proficient in written and verbal communication in order to maintain high quality systems documentation.
Functional Responsibility: Responsible for designing and programming large-scale computer systems and applications. Extensive knowledge and experience with IVR platforms (e.g., Envox, Aspect CSS, Intervoice InVision), operating systems (e.g., Windows, UNIX), and/or web technologies. Serves as subject matter expert in various technologies (e.g., bioinformatics, customer relationship management (CRM), call center solutions, mobile-responsive applications, desktop applications, and/or native web applications). Capable of coding or configuration of software, databases, and/or application frameworks.
Minimum Education: BA/BS. Equivalent technical training and/or experience may be substituted for education using the relationship of one year of training and/or experience for each year of education.

**Technical Writer**
Minimum/General Experiences: Three (3) years of experience in writing technical documents and proposals. Proficient in written and verbal communication in order to maintain high quality systems documentation.
Functional Responsibility: Prepare, disseminate, and ensure orderly safeguard of technical documents. Support the writing of technical documents and proposals. Provide technical editing by reviewing grammar, writing styles, and syntax to produce quality materials. Support rewrite to ensure quality deliverables and technical reports, as required.
Minimum Education: BA/BS. Equivalent technical training and/or experience may be substituted for education using the relationship of one year of training and/or experience for each year of education.

**IT Subject Matter Expert (SME)**
Minimum/General Experiences: Five (5) years of experience in the areas of systems analysis and design services, requirements analysis, migration services, technical project management, customer business
consulting, system architecture consulting, or problem analysis skills. Proficient in written and verbal communication in order to maintain high quality systems documentation.

Functional Responsibility: Primary point of contact between the user community and the system requirements community in formulating specific specifications for automated information systems development. Provide technical direction for performing software development tasks, including the review of work products for correctness and adherence to the design concept and user standards. Coordinate with the project and/or program manager to ensure problem solution and user satisfaction. Make recommendations, if needed, for approval of major system installations. Prepare milestone status reports and deliverables/presentations on the system concept to colleagues, subordinates, and end-user representatives.

Minimum Education: BA/BS. Equivalent technical training and/or experience may be substituted for education using the relationship of one year of training and/or experience for each year of education.

Senior Web Designer
Minimum/General Experiences: Five (5) years of experience in the area of common graphic design tools and techniques, with a demonstrated portfolio of innovative designs.

Functional Responsibility: Ability to construct application wireframes and/or web design documents, and then populate with visually pleasing graphics using a complementary selection of fonts and color palette.

Minimum Education: BA/BS. Equivalent technical training and/or experience may be substituted for education using the relationship of one year of training and/or experience for each year of education.

Senior GIS Analyst
Minimum/General Experiences: Five (5) years of experience in the area of GIS tools and related platforms to create cartographic and digital data products, with demonstrated capabilities in analysis, data workflows, and advanced processing techniques in GIS.

Functional Responsibility: Use geoprocessing tools and web platforms to perform spatial data creation and attribution, data conversion and migration, data editing, symbology, and QA/QC tasks.

Minimum Education: BA/BS. Equivalent technical training and/or experience may be substituted for education using the relationship of one year of training and/or experience for each year of education.
TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51)

1. SCOPE
   a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT/IAM Professional Services within the scope of this Information Technology Schedule.
   b. The Contractor shall provide services at the Contractor’s facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. PERFORMANCE INCENTIVES  I-FSS-60 Performance Incentives (April 2000)
   a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.
   b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
   c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity’s mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

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

4. PERFORMANCE OF SERVICES
   a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
   b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
   c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
   d. Any Contractor travel required in the performance of IT/IAM Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the
travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)
(a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-

(1) Cancel the stop-work order; or

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

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

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

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

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

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

6. INSPECTION OF SERVICES

7. **RESPONSIBILITIES OF THE CONTRACTOR**

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Dec 2007) Rights in Data – General, may apply.

8. **RESPONSIBILITIES OF THE ORDERING ACTIVITY**

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

9. **INDEPENDENT CONTRACTOR**

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

10. **ORGANIZATIONAL CONFLICTS OF INTEREST**

a. Definitions.

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

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

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

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

11. **INVOICES**

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

12. **PAYMENTS**

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted.

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

13. **RESUMES**

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

14. **INCIDENTAL SUPPORT COSTS**

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

15. **APPROVAL OF SUBCONTRACTS**

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

16. **DESCRIPTION OF IT/IAM PROFESSIONAL SERVICES AND PRICING**

a. The Contractor shall provide a description of each type of IT/IAM Service offered under Special Item Numbers 132-51 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.