

# GENERAL SERVICES ADMINISTRATION

## *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 an electronic delivery order are available through GSA Advantage!, a menu-driven database system. The INTERNET address for GSA Advantage! is: <http://www.GSAAdvantage.gov>.*

## MULTIPLE AWARD SCHEDULE

### SIN 54151S Information Technology Professional Services

#### Contract Number 47QTCA20D003S

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at [www.fss.gsa.gov](http://www.fss.gsa.gov).

**Contract Period: December 29, 2019 through December 28, 2024**

**Contractor: The COGAR Group, Ltd.**

11350 Random Hills Road, Suite 800  
Fairfax, Virginia 22030

Telephone: 703-942-8118

Fax: 703-942-6185

Web Site: <http://thecogargroup.com>



**Contract Administrator: Frank J. Polievka, Jr.**

Telephone: 703-942-8118 ext. 112

E-mail: [fpolievka@thecogargroup.com](mailto:fpolievka@thecogargroup.com)

**Business size:** Small Business, Service Disabled Veteran Owned (SDVO) firm

# CUSTOMER INFORMATION

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## 1. CUSTOMER INFORMATION:

- 1a. Table of awarded special item number(s) with appropriate cross- reference to item descriptions and awarded price(s).

<u>SIN</u>	<u>Description</u>
<b>54151S</b>	<b>Information Technology Professional Services</b>

- 1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply.

**See Appendix A**

- 1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate "Not applicable" for this item.

**See Appendix B**

2. Maximum order: **\$500,000**

3. Minimum order: **\$100**

4. Geographic coverage (delivery area): **Domestic Delivery Only**

5. Point(s) of production (city, county, and State or foreign country): **Not Applicable**

6. Discount from list, prices or statement of net price: **All prices are net**

7. Quantity discounts: **None**

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 not** accepted above the micro-purchase threshold.

10. Foreign items (list items by country of origin): **None**

- 11a. Time of delivery: **Determined with ordering office**

- 11b. Expedited Delivery: **Determined with ordering office**

- 11c. Overnight and 2-day delivery: **Determined with ordering office**

- 11d. Urgent Requirements: **Determined with ordering office**

12. F.O.B. point(s): **Destination**
- 13a. Ordering address(es): **The COGAR Group, Ltd.  
11350 Random Hills Road, Suite 800  
Fairfax, Virginia 22030**
- 13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs), and a sample EPA can be found at the GSA/FSS Schedule homepage ([www.fss.gsa.gov/schedules](http://www.fss.gsa.gov/schedules)).
14. Payment address(es): **The COGAR Group, Ltd.  
11350 Random Hills Road, Suite 800  
Fairfax, Virginia 22030**
15. Warranty provision: **None**
16. Export packing charges, if applicable: **Not Applicable**
17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level): **Not Applicable**
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 applicable): **Not Applicable**
- 20a. Terms and conditions for any other services (if applicable): **See Appendix C**
21. List of service and distribution points (if applicable): **Not Applicable**
22. List of participating dealers (if applicable): **None**
23. Preventive maintenance (if applicable): **Not Applicable**
- 24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants): **None**
- 24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location.) The EIT standards can be found at [www.Section508.gov/](http://www.Section508.gov/). **Not Applicable**
25. Data Universal Number System (DUNS) number: **604753389**
26. Notification regarding registration in System Award Management (SAM) database. **Registration is current.**

# SCLS Matrix

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SCA ELIGIBLE CONTRACT LABOR CATEGORY	SCA EQUIVALENT CODE - TITLE	WD NUMBER	REVISION NO.
Administrative Support Specialist	01020 - Administrative Assistant	2015-4281	14
Data Entry Clerk	01051 - Data Entry Operator I	2015-4281	14
Technical Writer/Editor	30463 - Technical Writer III	2015-4281	14
Training Specialist	15060 - Educational Technologist	2015-4281	14

**NOTE:** The Service Contract Labor Standards (SCLS) is applicable to this contract and it includes SCLS applicable labor categories. The prices for the indicated (\*\*) SCLS labor categories are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCLS matrix. The prices awarded are in line with the geographic scope of the contract (i.e. nationwide).

# Appendix A

## GSA PRICING

SIN(s)	SERVICE (e.g. Job Title/Task)	UOI	GSA PRICE
54151S	Administrative Support Specialist**	hour	\$59.29
54151S	Communications Hardware Specialist I	hour	\$70.33
54151S	Communications Hardware Specialist II	hour	\$83.65
54151S	Data Entry Clerk**	hour	\$43.73
54151S	Desktop Support Specialist	hour	\$98.74
54151S	Gamer/Designer	hour	\$65.70
54151S	Graphic Designer I	hour	\$41.38
54151S	Graphic Designer II	hour	\$65.24
54151S	Information Technology Specialist	hour	\$101.53
54151S	Instructional Designer	hour	\$54.60
54151S	Interactive Systems Designer	hour	\$75.64
54151S	Logistics Analyst I	hour	\$56.12
54151S	Logistics Analyst II	hour	\$67.92
54151S	Management Analyst I	hour	\$76.28
54151S	Management Analyst II	hour	\$90.49
54151S	Network Operations Manager	hour	\$96.80
54151S	Program Manager I	hour	\$111.04
54151S	Program Manager II	hour	\$155.89
54151S	Project Manager I	hour	\$90.26
54151S	Project Manager II	hour	\$104.44
54151S	Quality Assurance Specialist I	hour	\$40.74
54151S	Quality Assurance Specialist II	hour	\$47.31
54151S	Senior Database Manager	hour	\$76.60
54151S	Senior Management Consultant	hour	\$99.65
54151S	Subject Matter Expert	hour	\$90.56
54151S	Task Manager	hour	\$118.46
54151S	Technical Writer/Editor**	hour	\$72.13
54151S	Training Specialist**	hour	\$76.32
54151S	Web Developer I	hour	\$56.55
54151S	Web Developer II	hour	\$67.47
54151S	Web Developer III	hour	\$79.79

# Appendix B

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## LABOR CATEGORY DESCRIPTIONS

### 1. ADMINISTRATIVE SUPPORT SPECIALIST

Functional Responsibility: Directly supports Program Manager or Project Manager by maintaining personnel and other files, and prepares correspondence, schedules and coordinates travel. Assists in the preparation of presentation graphics and supports the development of contract deliverables and reports by developing and updating graphic presentations to improve the quality and enhance the usability of these documents. Performs high level secretarial work under the general supervision of the manager. Types and proofreads correspondence, reports, and documentation. Maintains the filing system for the department. Answers telephones, responds to routine questions/requests, greets visitors, schedules meetings, mail distribution, and makes travel arrangements.

Minimum/General Experience: Must have demonstrated ability to work independently or under only general direction. Must be able to obtain and maintain a security clearance at the level required by the position.

Minimum Education: High School Diploma and three (3) years of experience. With an Associate's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline, one (1) year of general experience is required.

### 2. COMMUNICATIONS HARDWARE SPECIALIST

Functional Responsibility: Analyzes system hardware characteristics and recommends equipment procurement, removals and modifications. Adds, deletes and modifies system devices as required. Assists and coordinates with the engineer in the production and integration of systems by developing work instructions, production and installation schedules, and preventive maintenance procedures. Analyzes and implements integration and installation practices according to best commercial practices or military standards. Maintains, troubleshoots and repairs electronics and communications equipment.

Minimum/General Experience: Must be able to obtain and maintain a security clearance at the level required by the position. In addition to the referenced educational requirements, please note the experience levels shown below:

Communication Hardware Specialist I: One (1) year of experience.

Communication Hardware Specialist II: Three (3) years of experience.

Minimum Education: Associate degree in a technical discipline or a high school diploma and a minimum of one (1) year of general experience.

### 3. DATA ENTRY CLERK

Functional Responsibility: Performs data entry via online data terminal, key-to-tape, key-to-disk, or similar device. Verifies data entered, where applicable.

Minimum/General Experience: Typically required to work under close supervision and direction. One (1) year of experience in data entry is required. Must be able to obtain and maintain a security clearance at the level required by the position.

Minimum Education: High school diploma and one (1) year relevant experience. An Associate of Arts degree in computer science or related study will be considered equivalent to one-half year of general experience. Formal

specialized training may be substituted on the basis of one (1) month of training for one (1) month of experience, not to exceed three (3) months.

#### **4. DESKTOP SUPPORT SPECIALIST**

**Functional Responsibility:** Responsible for managing and maintaining end-user computer environments and troubleshooting. Supports hardware/software evaluation, both physical and virtual technologies, and capacity planning. Interfaces with multiple levels of users, management, and technical staff. Provides a high level of customer service support for office automation applications, PCs and laptops, and printers, including afterhours support. Serves as user liaison covering computer system end-user operations, including but not limited to system sign-on, use of the menu and help systems, Microsoft Office programs, telecommunications, use and troubleshooting of computers and printers. Ability to troubleshoot all desktop errors and provide support and maintenance for the end-user desktop experience including hardware and software. Coordinates and manages the end-user computer environment. Maintains accurate reports of system malfunctions and refers issues to more senior subject matter experts when problems occur which are beyond their proficiency. Knowledgeable in all aspects of desktop administration; desktops, laptops, monitors and printers. Provides ad hoc equipment and software tutorials; provides technical support, training and assistance on computer hardware and software applications.

**Minimum/General Experience :** Must be able to obtain and maintain a security clearance at the level required by the position.

**Minimum Education:** Bachelor's degree in Computer Science, Engineering, or a technical discipline and five (5) years of relevant experience.

#### **5. GAMER/DESIGNER**

**Functional Responsibility:** Responsible for developing designs and/or initial concept designs for programs. The individual generates game/program scripts and storyboards. Participate in the planning, execution, and analysis of instructional software and other training resources which utilize simulators and/or computer programs. Work with various divisions to identify and integrate emerging concepts and state of the art technology into existing programs and platforms. Conduct classified research and analysis related to strategy development and participation in defense strategy reviews. Creates visual aspects of programs at the concept stage, and provides assistance with audio aspects. Properly troubleshoot programs for quality and functionality in a systematic and thorough way to find and resolve any potential issues. Responsible for understanding complex written information, ideas and instructions. Develop and maintain databases and data warehouses. Works closely with team members to meet the needs of a project. Planning resources and managing aspects of the development process. Performing effectively under pressure and meeting deadlines to ensure the program is completed on time.

**Minimum/General Experience :** Must be able to obtain and maintain a security clearance at the level required by the position.

**Minimum Education:** Bachelor's degree in a technical discipline and a minimum of five (5) years of relevant experience.

#### **6. GRAPHIC DESIGNER**

**Functional Responsibility:** Utilizes knowledge of current graphic design software to produce graphic art and visual materials for promotions, advertisements, films, packaging, and informative and instructional material through a variety of media outlets such as websites and CD-ROMs. Generates and manipulates graphic images, animations, sound, text and video into consolidated and seamless multimedia programs. Remains abreast of technological advances in the field and is able to identify areas of use within the organization.

Minimum/General Experience: Must be able to obtain and maintain a security clearance at the level required by the position. Relies on limited experience and judgment to plan and accomplish goals. Works under general supervision; typically reports to a supervisor or manager. A great deal of creativity and latitude is expected. In addition to the referenced educational requirements, please note the experience levels shown below:

Graphic Designer I: Two (2) years of experience.

Graphic Designer II: Four (4) years of experience.

Minimum Education: Bachelor's degree in a technical discipline and a minimum of two (2) years of relevant experience.

## **7. INFORMATION TECHNOLOGY SPECIALIST**

Functional Responsibility: Works closely with a variety of technology products, from their design to regular repair and upkeep. Provides services as-needed regarding software, hardware, creating complex databases and programs for individual or agency wide use. Adept at training entire departments on agency specific technology. Maintains, manages, troubleshoots and upgrades computer systems and servers for performance and security related issues. Provides end-user support for a variety of web applications. Troubleshoots information technology-related issues for both hardware and software. Coordinates the set-up of data services, as well as phone, computer, and printer installation. Coordinates the planning, implementation, and maintenance of all information technology products. Responsible for delivery of work and completing specific assignments.

Minimum/General Experience: Must be able to obtain and maintain a security clearance at the level required by the position.

Minimum Education: Bachelor's degree in Computer Science, Engineering, or a technical discipline and six (6) years of relevant experience.

## **8. INSTRUCTIONAL DESIGNER**

Functional Responsibility: Responsible for the design, development and implementation of customized training programs. Works with subject matter experts to identify target audience's training needs. Sets instructional end goals and creates content that achieves each client's objectives. Visualizes instructional graphics, the user interface and the finished product. Analyzes and applies trends and best practices in learning technologies and instructional design. Provides exercises and activities that enhance the learning process. Creates supporting material/media (audio, video, simulations, role plays, games etc.). Devises modes of assessment, such as tests or quizzes, to measure the effectiveness of the course. Maintains project documentation and course folders. Has the ability to communicate effectively with all levels of team participation from upper levels of management to end product students.

Minimum/General Experience : Must be able to obtain and maintain a security clearance at the level required by the position.

Minimum Education: Bachelor's degree in Computer Science, Engineering, or a technical discipline and four (4) years of relevant experience.

## **9. INTERACTIVE SYSTEMS DESIGNER**

Functional Responsibility: Responsible for creating the overall look and feel of a wide range of interactive communications products. Utilizes text, data, graphics, sound, animation and other digital and visual effects for projects including websites, electronic games, off-line multimedia, online learning materials and interactive television. Typically performs in a product development team environment, which may involve assisting in the development of a client brief; preparing rough design concepts; using industry-standard graphics and multimedia software packages; producing separate visuals for each page; designing hypertext links and animated menus; writing codes and testing the functionality of the end product. Ability to communicate

effectively discussing budgets, timescales and design options. Advises clients what technology is available, researches and presents alternative approaches.

Minimum/General Experience : Must be able to obtain and maintain a security clearance at the level required by the position.

Minimum Education: Bachelor's degree in Graphics, Multimedia Design, or a technical discipline and four (4) years of relevant experience.

## 10. LOGISTICS ANALYST

Functional Responsibility: Provides maintenance, inventory storage, cataloging, property use and material coordination for networks, computer hardware and software, and office equipment support. Utilizes technical supply management, provisioning, data analysis, report preparation and integrated logistic support to accomplish tasks. Maintains logistical databases and material lists and supports the Project Manager in developing Integrated Logistics Support.

Minimum/General Experience: Must be able to obtain and maintain a security clearance at the level required by the position. In addition to the referenced educational requirements, please note the experience levels shown below:

Logistics Analyst I: Bachelor's degree in a technical discipline and two (2) years of experience.

Logistics Analyst II: Bachelor's degree in a technical discipline and four (4) years of experience.

Minimum Education: Bachelor of Science or Arts degree in a business-related field and/or six (6) years of general experience is considered equivalent to the Bachelor's degree.

## 11. MANAGEMENT ANALYST

Functional Responsibility: Applies a wide range of analytical techniques, statistical assessment, and other measures in evaluating data to reach appropriate conclusions. Translates/recommends processes and procedures to ensure proper consideration of programmatic, technical, and management factors for overall program management successes. May lead program strategic planning and program execution management; development, maintenance, and coordination of documents supporting program execution. Assists in establishing standard operating procedures in the coordination of obtaining and managing various program support efforts to include network and server management, computer hardware and software support, and technical equipment support. Develops and applies organization-wide information models for use in designing and building integrated, shared software and database management systems. Constructs sound logical business improvement opportunities consistent with the configuration information management, guiding principles, cost savings, and open architecture objectives. Provides daily supervision and direction of staff.

Minimum/General Experience: This position requires a minimum of four (4) years of relevant experience, of which at least two (2) years must be specialized. Specialized experience includes business management, functional and data requirements analysis, systems analysis, accounting, program design and documentation preparation. The following experience is also required: demonstrated experience in the implementation of accounting systems, process re-engineering; systems analysis and design, business information planning, and business analysis. Must demonstrate the ability to work independently or under only general direction. Must be able to obtain and maintain a security clearance at the level required by the position.

Management Analyst I: Bachelor's degree and four (4) years of relevant experience.

Management Analyst II: Bachelor's degree and six (6) years of relevant experience.

Minimum Education: Bachelor's degree in a field applicable to this position, i.e., computer science, mathematics, business, or other related scientific or technical discipline.

## 12. NETWORK OPERATIONS MANAGER

Functional Responsibility: Establishes policies and procedures to ensure the successful operation of computing architectures including all hardware and software for agency wide computing platforms. Assists in establishing performance benchmarks and availability requirements of systems. Supervises staff responsible for monitoring and diagnosing network, hardware and software issues including technical support staff. Manages project activities, the analysis and remediation of network security issues, participation in the updating of periodic disaster recovery technology plans, and the efficient and effective operation and supervision of agency Help Desks. Oversees operation of hardware, software, physical infrastructure, environmental, services and vendors.

Implements IT service management processes to ensure performance, availability and support of all IT services. Responsible for the scheduling, monitoring and security of systems, jobs and output. Monitors user workstations ensures maximum availability and performance during business hours. Ensures backup and recovery routines for systems are executed correctly and completely. Develops maintenance schedules for network and systems hardware and software. Establishes customer service standards and ensures staff is trained to meet all established performance standards. Suggests and implements tools to improve productivity.

Minimum/General Experience: Must be able to obtain and maintain a security clearance at the level required by the position. In addition to the referenced educational requirements, this position requires a minimum of three (3) years of management experience, and five (5) years' experience with Help Desk and Technical Support functions.

Minimum Education: Bachelor's degree in a field applicable to this position, i.e., Computer Science, Network Engineering, Mathematics, Business, or other related scientific or technical discipline and/or eight (8) years of relevant experience.

## 13. PROGRAM MANAGER

Functional Responsibility: Serves as the Contractor counterpart to the Government contracting officer and program/technical manager. Manages substantial contract support operations involving multiple projects/task orders and personnel at diverse locations. Organizes, directs and coordinates planning and execution of all contract support activities. Shall demonstrate communications skills with all levels of management. Establishes and alters (as necessary) management structure to effectively direct contract support activities. Meets and confers with Government management officials regarding the status of specific Contract procurement activities and problems, issues, or conflicts regarding resolution. Shall be capable of negotiating and making binding decisions for the company. Responsible for management of funds and personnel and ensures all required resources are available for program implementation.

Minimum/General Experience: Must be able to obtain and maintain a security clearance at the level required by the position. In addition to the referenced educational requirements, please note the experience levels shown below:

Program Manager I: Bachelor's degree and four (4) years of relevant experience.

Program Manager II: Bachelor's degree and six (6) years of relevant experience.

Minimum Education: Bachelor's degree in a field applicable to this position, i.e., Engineering, Physics, Computer Science, Mathematics, Business, or other related scientific or technical discipline. Four (4) years of specialized management experience in engineering, technical or relevant experience.

## 14. PROJECT MANAGER

Functional Responsibility: Provides competent leadership and responsible program direction through successful performance of a variety of detailed, diverse elements of project transitioning. Directs completion of tasks within estimated time frames and budget constraints. Schedules and assigns duties to subordinates and subcontractors and ensures assignments are completed as directed. Enforces work standards and

reviews/resolves work discrepancies to ensure compliance with contract requirements. Interfaces with the Contractor's PM as well as Government management personnel, including but not limited to the Contracting Officer's Technical Representative. Reports in writing and orally to contractor management and Government representatives.

Minimum/General Experience: Must be able to obtain and maintain a security clearance at the level required by the position. In addition to the referenced educational requirements, please note the experience levels shown below:

Project Manager I: Bachelor's degree and two (2) years of relevant experience.

Project Manager II: Bachelor's degree and four (4) years of relevant experience.

Minimum Education: Bachelor's degree in a field applicable to this position, i.e., Engineering, Physics, Computer Science, Information Systems, Business, or other related scientific or technical discipline. A minimum of two (2) years of specialized management experience in a related field.

## 15. QUALITY ASSURANCE

Functional Responsibility: Design and implementation of policies and procedures to ensure that quality standards are met during production. They are to Oversee the testing of processes and products. The position requires a bachelor's degree in the area of specialty and at least 6 years of experience in the field or in a related area. The must be familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a head of a unit/department.

Minimum/General Experience: Must be able to obtain and maintain a security clearance at the level required by the position. In addition to the referenced educational requirements, please note the experience levels shown below:

Quality Assurance I: Bachelor's degree in a technical discipline and two (2) years of experience. Quality Assurance II: Bachelor's degree in a technical discipline and four (4) years of experience.

Minimum Education: Bachelor's degree in Engineering, Physics, Computer Science, Information Systems, Business, or other related scientific or technical discipline and/or a minimum of two (2) years of relevant experience.

## 16. SENIOR DATABASE MANAGER

Functional Responsibility: Provides highly technical expertise in the use of Database Management Systems ((DMS). Evaluates and recommends available DBMS products to support validated user requirements. Directs all facets of the physical database and related operations to include, but not limited to, legacy data conversion, data access procedures for specific users and applications, physical database implementation, and version and renormalization control. Utilizes a deep understanding of database management tools and approaches to manage complex multi-disciplinary projects. Oversees the development and tracking of current database procedures and implements new standards in rules and guidelines for production efficiencies. Supports staff that provides data support for client deliverables, industry presentations, and/or written reports.

Minimum/General Experience: Must be able to obtain and maintain a security clearance at the level required by the position.

Minimum Education: Bachelor's degree in Computer Science, Information Systems, Engineering, or other related scientific or technical discipline. Six (6) years of applicable professional technical experience may be substituted for degree requirement. A minimum of four (4) years of experience working as a database manager/administrator or equivalent is required and five (5) years of experience in a supervisory role.

## 17. SENIOR MANAGEMENT CONSULTANT

Functional Responsibility: Plans, organizes, directs and conducts tasks in problem areas associated with information technology and systems products and services. These problems are difficult to define and may require novel and specialized approaches utilizing sophisticated industry specific techniques. Utilizes extensive technical experience to interpret, organize, and coordinate program execution assignments. Keeps abreast of state-of-the-art technological solutions, database creation and management, hardware and software tools. Makes technical decisions which are considered authoritative, and which demonstrate mature judgment in anticipating and solving complex issues. Tasks require the technical capability to assess the cost and schedule implications of existing and projected technological advances, as well as the ability to evaluate the impact of new and innovative acquisition strategies recommended to program management.

Minimum/General Experience: Must be able to obtain and maintain a security clearance at the level required by the position.

Minimum Education: Bachelor's degree in a related field. Alternative Qualifications: six (6) years of general experience is considered equivalent to the Bachelor's degree with a minimum of four (4) years being relevant experience.

## 18. SUBJECT MATTER EXPERT

Functional Responsibility: Develops requirements from a project's inception to its conclusion in the subject matter area for simple to moderately complex educational projects. Assists other senior management and consultants with analysis, evaluation and preparation of recommendations for system improvements, optimization, development, and/or maintenance efforts in integrated training and management systems. Plans and coordinates educational policies for a specific subject area or grade level. Develops programs for in-service education of teaching personnel. Confers with federal, state, and local officials to develop curricula and establish guidelines for educational programs.

Minimum/General Experience: Must be able to obtain and maintain a security clearance at the level required by the position.

Minimum Education: Bachelor's Degree and/or six (6) years of relevant experience.

## 19. TASK MANAGER

Functional Responsibility: Directs all financial management and administrative activities, such as budgeting, manpower and resource planning, and financial reporting. Performs complex evaluations of existing procedures, processes, techniques, models, and/or systems related to management problems or contractual issues which would require a report and recommends solutions. Develops work breakdown structures, prepares charts, tables, graphs, and diagrams to assist in analyzing problems. Provides daily supervision and direction to staff. Defines and directs technical specifications and tasks to be performed by team members, defines target dates of tasks and subtasks. Provides guidance and assistance in coordinating output and ensuring the technical adequacy of the end product.

Minimum/General Experience: Specialized experience includes: preparation and analysis of financial statements, development of complex project schedules and similar activities. General experience includes increasing responsibilities in general accounting or management activities. Must demonstrate the ability to work independently or under only general direction. Must be able to obtain and maintain a security clearance at the level required by the position.

Minimum Education: Bachelor's degree in Computer Science, Information Systems, Engineering, Business, Accounting, or other related scientific or technical discipline and/or four (4) years of relevant experience.

## 20. TECHNICAL WRITER/EDITOR

**Functional Responsibility:** Gathers, analyzes, and composes technical information required for preparation of user manuals, training materials, installation guides, reports, etc. Edits functional descriptions, system specifications, users' manuals, special reports or any other customer deliverables and documents. Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents to be used by technical and non-technical personnel. Prepare, disseminate and provide for the orderly safeguard of technical documents. Must have proficiency in writing technical documents. Provides support in the area of technical editing by reviewing the grammar, writing styles and syntax of quality materials and technical reports. Provides support by assisting in rewrites of quality materials and technical reports.

**Minimum/General Experience:** This position requires at least two (2) years of experience in editing documents, including technical documents. Must have demonstrated ability to work independently or under only general direction. Must be able to obtain and maintain a security clearance at the level required by the position.

**Minimum Education:** Bachelor's degree in English, Literature, or other related discipline is required and/or two (2) years of relevant experience.

## 21. TRAINING SPECIALIST

**Functional Responsibility:** Conducts the research necessary to develop and revise training courses. Develops and revises these courses and prepares appropriate training catalogs. Prepares instructor materials (course outline, background materials, and training aids). Prepares student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, and seminars. Designs instruments to assess individual or organizational change in knowledge skill attitude, behavior results. Designs instruments to assess program and instructional quality. Creates reports and conducts presentation on program impact on individuals or organizations. Evaluates and validates program designs and results. Creates video, audio, or computer-based resources to enhance learning.

**Minimum/General Experience:** This position requires a minimum of two (2) years specialized experience including developing and providing technical and end-user training on computer hardware and application software. General experience includes information systems development, training, or related fields. Must have demonstrated ability to communicate orally and in writing. Must be able to obtain and maintain a security clearance at the level required by the position.

**Minimum Education:** Bachelor's degree in any field and/or two (2) years of general experience, of which at least one (1) year must be specialized.

## 22. WEB DEVELOPER

**Functional Responsibility:** Designs and constructs web pages/sites including incorporating graphic user interface (GUI) features and other techniques. Maintains and provides ongoing design of the website, promos and ad banners, seasonal content specials and custom chat launcher design for partners. Specialized experience includes experience in developing and providing technical and end-user training on computer hardware and application software. General experience includes information systems development, training, or related fields. Must have demonstrated ability to communicate orally and in writing.

**Minimum/General Experience:** Must be able to obtain and maintain a security clearance at the level required by the position.

Web Developer I: Bachelor's degree in a technical discipline and two (2) years of experience.

Web Developer II: Bachelor's degree in a technical discipline and four (4) years of experience.

Web Developer III: Bachelor's degree in a technical discipline and six (6) years of experience.

Minimum Education: Bachelor's degree in Computer Science, Information Systems, Engineering, Business, Accounting, or other related scientific or technical discipline and a minimum of two (2) years of relevant experience.

**EXPERIENCE AND DEGREE SUBSTITUTION**

The above describes the functional responsibilities and education and experience requirements for each labor category. These requirements are a guide to the types of experience and educational background of typical personnel in each labor category.

Unless otherwise stated, education and experience may be substituted for each other. Each year of relevant experience may be substituted for one (1) year of education, and vice versa. In addition, certifications, professional licenses, and vocational technical training may be substituted for experience or education.

# Appendix C

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

*NOTE: All non-professional labor categories must be incidental to, and used solely to support professional services, and cannot be purchased separately.*

### 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.

### 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.
- 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 552.212-4 CONTRACT TERMS AND CONDITIONS—COMMERCIAL ITEMS (JAN 2017) (DEVIATION – FEB 2007)(DEVIATION - FEB 2018) for Firm-Fixed Price orders; or GSAR 552.212-4 CONTRACT TERMS AND CONDITIONS—COMMERCIAL ITEMS (JAN 2017) (DEVIATION - FEB 2018) (ALTERNATE I - JAN 2017) (DEVIATION - FEB 2007) for 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, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

## 11. INVOICES

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

## 12. PAYMENTS

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

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

### **13. RESUMES**

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

### **14. INCIDENTAL SUPPORT COSTS**

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

### **15. APPROVAL OF SUBCONTRACTS**

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

### **16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING**

- a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 54151S IT 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 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.
- c. 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