

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 GSA Advantage!® is: <http://www.GSAAdvantage.gov>.

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

**Schedule for – Information Technology, General Purpose Commercial Information Technology Equipment, and Software and Services**

**Federal Supply Group: 70**

**Contract Number:** 47QTCA20D0066

**Contract Period:** 02/18/2020 through 02/17/2025

**Pricelist current through Modification Number:** PO-0001, effective February 18, 2020

**Contractor:** Turning Point Global Solutions, L.L.C.  
2273 Research Blvd. Suite 400  
Rockville MD 20850

**Business Size:** Other than Small

**Contractor's Taxpayer Identification Number (TIN):** 81-0575201

**CAGE Code:** 3D9V3

**Currently Employs:** 141

**Telephone:** (301) 795-1620

**Website:** [www.tpgsi.com](http://www.tpgsi.com)

**POC:** David R. Hughes

**Email:** [sales@tpgsi.com](mailto:sales@tpgsi.com)

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**CUSTOMER INFORMATION**

<b>1a.</b>	<b>Awarded SINS:</b>	OLM 511210 517312 54151HEAL 54151S	OLM Order Level Materials (OLM) Software licenses Wireless Mobility Solutions Health Information Technology Services Information Technology Professional Services
<b>1b.</b>	<b>Lowest Price Model for each SIN:</b>	Refer to the Table of Contents for applicable page for each of SIN 511210	

1c.	<b>Hourly Rates:</b>	Refer to Table of Contents for applicable page for each of SIN 54151S, SIN 54151HEAL and SIN 517312
2.	<b>Maximum Order:</b>	\$500,000
3.	<b>Minimum Order:</b>	\$100
4.	<b>Geographic Coverage</b>	North America, including Alaska, Hawaii and Puerto Rico
5.	<b>Points of Production:</b>	All items are U.S. made end products, designated country end products, Caribbean Basin country end products, Canadian end products, or Mexican end products as defined in the Trade Agreements Act of 1979, as amended.
6.	<b>Discount from List Price or Statement of Net Price:</b>	<ul style="list-style-type: none"> <li>• 511210 - Prices shown are NET Prices; 0% discount</li> <li>• 517312, 54151S – 1% for all Services</li> <li>• 54151HEAL – 1% for all Services (Unless Noted)</li> </ul> <p>Government Educational Institutions are offered the same discounts as all other US Government customers.</p>
7.	<b>Quantity Discount:</b>	<ul style="list-style-type: none"> <li>• 511210 - \$0 / 0%</li> <li>• 517312, 54151S, 54151HEAL – Task orders that have the following dollar volumes will receive additional discounts: \$100K - \$250K (1%) and \$300K - \$400K (1.5%)</li> </ul>
8.	<b>Prompt Payment Terms:</b>	<ul style="list-style-type: none"> <li>• 511210 - 1% - 15 days from receipt of invoice or date of acceptance; whichever is later. / NET 30 Days</li> <li>• 517312, 54151S, 54151HEAL - 1% - 15 days / NET 30 Days</li> </ul>
9a.	<b>Government Purchase Cards accepted at or below the micro-purchase threshold:</b>	YES
9b.	<b>Government Purchase Cards accepted above the micro-purchase threshold:</b>	YES
10.	<b>Foreign Items:</b>	N/A
11a.	<b>Time of Delivery (days):</b>	<ul style="list-style-type: none"> <li>• 3 days – 511210</li> <li>• 517312, 54151S, 54151HEAL – ARO – 30 days. The agency task orders will determine date of delivery.</li> </ul>
11b.	<b>Expedited Delivery:</b>	Determined by ARO from Task Order for Services
11c.	<b>Overnight and 2-day delivery:</b>	Overnight and 2-day delivery are available. Contact Contractor for rates for overnight and 2-day delivery.
11d.	<b>Urgent Requirements:</b>	When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

12.	<b>F.O.B. Terms:</b>	FOB Destination for all Services, including Alaska, Hawaii and Puerto Rico
13a.	<b>Ordering Address(es):</b>	Turning Point Global Solutions, L.L.C. Attention: Sales 2273 Research Blvd. Suite 400 Rockville, MD 20850 Email: <a href="mailto:sales@tpgsi.com">sales@tpgsi.com</a>
13b.	<b>Ordering Procedures:</b>	<ul style="list-style-type: none"> <li>• 511210 - Ordering activities shall use the ordering procedures of FAR 8.405 when placing an order or establishing BPA (as defined below) for supplies or services. For further explanation refer to Table of Contents for applicable page per SIN and/or Service.</li> <li>• 54151S, 54151HEAL, 517312 - Refer to the special terms and conditions for these SINS.</li> </ul>
14.	<b>Payment Address(es):</b>	Turning Point Global Solutions, L.L.C. Attention: Accounts Receivable 2273 Research Blvd. Suite 400 Rockville, MD 20850 Email: <a href="mailto:invoices@tpgsi.com">invoices@tpgsi.com</a>
15.	<b>Warranty Provision:</b>	<ul style="list-style-type: none"> <li>• 54151S, 54151HEAL, 517312 – N/A</li> <li>• 511210 – Contractor’s commercial warranty is one (1) year, in accordance with clause 552.246.73, Commercial Warranty.</li> </ul>
16.	<b>Export Packing Charges, if applicable:</b>	N/A
17.	<b>Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level.</b>	N/A
18.	<b>Terms and conditions of rental, maintenance, and repair (if applicable).</b>	N/A
19.	<b>Terms and conditions of installation.</b>	N/A
20.	<b>Terms and conditions of repair parts indicating date of parts price lists and any discounts from list pricing (if applicable)</b>	N/A
20a.	<b>Terms and conditions for any other services (if applicable).</b>	Refer to Table of Contents for applicable page per SIN and/or Services.
21.	<b>List of service and distribution points (if applicable).</b>	N/A
22.	<b>List of participating dealers (if applicable).</b>	N/A

23.	<b>Preventative Maintenance if applicable).</b>	N/A
24a.	<b>Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants).</b>	NONE
24b.	<b>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: <a href="http://www.Section508.gov/">www.Section508.gov/</a>.</b>	Please contact TurningPoint Global Solutions directly at (301)795-1620 for specific information on Section 508 compliance.  The EIT standard can be found at: <a href="http://www.Section508.gov/">www.Section508.gov/</a> .
25.	<b>Data Universal Number System (DUNS) number</b> .	123611282
26.	<b>Notification regarding registration in System for Award Management (SAM) database.</b>	Expiration Date: 4/10/2021

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## INFORMATION FOR ORDERING ACTIVITIES APPLICABLE TO ALL SPECIAL ITEM NUMBERS

### 1. CREDIT CARDS AND ORDER PHONE NUMBERS

Contractors are required to accept credit cards for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. Credit cards acceptable for payment above the micro-purchase threshold. In addition, bank account information for wire transfer payments will be shown on the invoice.

The following telephone number(s) can be used by ordering activities to obtain technical and/or ordering assistance:

**Phone: (301) 795-1620 or (301) 795 1655**

**Fax: (301) 990-9374**

### 2. LIABILITY FOR INJURY OR DAMAGE

The Contractor shall not be liable for any injury to ordering activity personnel or damage to ordering activity property arising from the use of equipment maintained by the Contractor, unless such injury or damage is due to the fault or negligence of the Contractor.

### 3. USE OF FEDERAL SUPPLY SERVICE INFORMATION TECHNOLOGY SCHEDULE CONTRACTS

For SIN 511210, ordering activities shall use the ordering procedures of FAR 8.405 when placing an order or establishing BPA (as defined below) for supplies or services. These procedures shall apply to all schedules.

- a) FAR 8.405-1 Ordering procedures for supplies and services not requiring statement of work
- b) FAR 8.405-2 Ordering procedures for services requiring a statement of work

In accordance with FAR 8.404:

Orders placed pursuant to a Multiple Award Schedule (MAS), using the procedures in FAR 8.404, are considered to be issued pursuant to full and open competition. Therefore, when placing orders under Federal Supply Schedules, ordering activities need not seek further competition, synopsise the requirement, make a separate determination of fair and reasonable pricing, or consider small business set-asides in accordance with subpart 19.5. GSA has already determined the prices of items under schedule contracts to be fair and reasonable. By placing an order against a schedule using the procedures outlined below, the ordering activity has concluded that the order represents the best value and results in the lowest overall cost alternative (considering price, special features, administrative costs, etc.) to meet the ordering activity's needs.

- A. Orders placed at or below the micro-purchase threshold. Ordering activities can place orders at or below the micro-purchase threshold with any Federal Supply Schedule Contractor.
- B. Orders exceeding the micro-purchase threshold but not exceeding the maximum order threshold. Orders should be placed with the Schedule Contractor that can provide the supply or service that represents the best value. Before placing an order, ordering activities should consider reasonably available information about the supply or service offered under MAS contracts by using the "GSA Advantage!" on-line shopping service, or by reviewing the catalogs/pricelists of at least three Schedule Contractors and selecting the delivery and other options available under the schedule that meets the ordering activity's needs. In selecting the supply or service representing the best value, the ordering activity may consider--
  - (1) Special features of the supply or service that are required in effective program performance and that are not provided by a comparable supply or service;
  - (2) Trade-in considerations;
  - (3) Probable life of the item selected as compared with that of a comparable item;

- (4) Warranty considerations;
  - (5) Maintenance availability;
  - (6) Past performance; and
  - (7) Environmental and energy efficiency considerations.
- C. Orders exceeding the maximum order threshold. Each schedule contract has an established maximum order threshold. This threshold represents the point where it is advantageous for the ordering activity to seek a price reduction. In addition to following the procedures in paragraph b, above, and before placing an order that exceeds the maximum order threshold, ordering activities shall--
- Review additional Schedule Contractors'
- (1) Catalogs/pricelists or use the "GSA Advantage!" on-line shopping service;
  - (2) Based upon the initial evaluation, generally seek price reductions from the Schedule Contractor(s) appearing to provide the best value (considering price and other factors); and
  - (3) After price reductions have been sought, place the order with the Schedule Contractor that provides the best value and results in the lowest overall cost alternative. If further price reductions are not offered, an order may still be placed, if the ordering activity determines that it is appropriate.

NOTE: For orders exceeding the maximum order threshold, the Contractor may:

- (1) Offer a new lower price for this requirement (the Price Reductions clause is not applicable to orders placed over the maximum order in FAR 52.216-19 Order Limitations);
  - (2) Offer the lowest price available under the contract; or
  - (3) Decline the order (orders must be returned in accordance with FAR 52.216-19).
- D. Blanket purchase agreements (BPAs). The establishment of Federal Supply Schedule BPAs is permitted when following the ordering procedures in FAR 8.404. All schedule contracts contain BPA provisions ordering activities may use BPAs to establish accounts with Contractors to fill recurring requirements. BPAs should address the frequency of ordering and invoicing, discounts, and delivery locations and times.
- E. Price reductions. In addition to the circumstances outlined in paragraph c, above, there may be instances when ordering activities will find it advantageous to request a price reduction. For example, when the ordering activity finds a schedule supply or service elsewhere at a lower price or when a BPA is being established to fill recurring requirements, requesting a price reduction could be advantageous. The potential volume of orders under these agreements, regardless of the size of the individual order, may offer the ordering activity the opportunity to secure greater discounts. Schedule Contractors are not required to pass on to all schedule users a price reduction extended only to an individual ordering activity for a specific order.
- F. Small business. For orders exceeding the micro-purchase threshold, ordering activities should give preference to the items of small business concerns when two or more items at the same delivered price will satisfy the requirement.
- G. Documentation. Orders should be documented, at a minimum, by identifying the Contractor the item was purchased from, the item purchased, and the amount paid. If an ordering activity requirement, in excess of the micro-purchase threshold, is defined so as to require a particular brand name, product, or feature of a product peculiar to one manufacturer, thereby precluding consideration of a product manufactured by another company, the ordering activity shall include an explanation in the file as to why the particular brand name, product, or feature is essential to satisfy the ordering activity's needs.

#### **4. FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS REQUIREMENTS**

Ordering activities acquiring products from this Schedule must comply with the provisions of the Federal Standards Program, as appropriate (reference: NIST Federal Standards Index). Inquiries to determine whether or not specific products listed herein comply with Federal Information Processing Standards (FIPS) or Federal Telecommunication Standards (FED-STDS), which are cited by ordering activities, shall be responded to promptly by the Contractor.

- 4.1 FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPS PUBS): Information Technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with the applicable "FIPS Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Information concerning their availability and applicability should be obtained from the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, Virginia 22161. FIPS PUBS include voluntary standards when these are adopted for Federal use. Individual orders for FIPS PUBS should be referred to the NTIS Sales Office, and orders for subscription service should be referred to the NTIS Subscription Officer, both at the above address, or telephone number (703) 487-4650.
- 4.2 FEDERAL TELECOMMUNICATION STANDARDS (FED-STDS): Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STDS) should not be acquired unless a waiver has been granted in accordance with the applicable "FED-STD." Federal Telecommunication Standards are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Ordering information and information concerning the availability of FED-STDS should be obtained from the GSA, Federal Supply Service, Specification Section, 470 East L'Enfant Plaza, Suite 8100, SW, Washington, DC 20407, telephone number (202) 619-8925. Please include a self-addressed mailing label when requesting information by mail. Information concerning their applicability can be obtained by writing or calling the U.S. Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number (301) 975-2833.

## 5. CONTRACTOR TASKS/ SPECIAL REQUIREMENTS (C-FSS-370) (NOV 2003)

- (a) Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.
- (b) Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Publication L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. The Industrial Funding Fee does NOT apply to travel and per diem charges.
- (c) Certifications, Licenses and Accreditations: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.
- (d) Insurance: As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.
- (e) Personnel: The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.
- (f) Organizational Conflicts of Interest: Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.
- (g) Documentation/Standards: The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.
- (h) Data/Deliverable Requirements: Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.
- (i) Government-Furnished Property: As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.
- (j) Availability of Funds: Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of

appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.

## 6. CONTRACT ADMINISTRATION FOR ORDERING ACTIVITIES:

Any ordering activity, with respect to any one or more delivery orders placed by it under this contract, may exercise the same rights of termination as might the GSA Contracting Officer under provisions of FAR 52.212-4, paragraphs (l) Termination for the ordering activity's convenience, and (m) Termination for Cause (See C.1.)

## 7. PURCHASE OF OPEN MARKET ITEMS

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

For administrative convenience, an ordering activity contracting officer may add items not on the Federal Supply Multiple Award Schedule (MAS) -- referred to as open market items -- to a Federal Supply Schedule blanket purchase agreement (BPA) or an individual task or delivery order, **only if-**

- (1) All applicable acquisition regulations pertaining to the purchase of the items not on the Federal Supply Schedule have been followed (e.g., publicizing (Part 5), competition requirements (Part 6), acquisition of commercial items (Part 12), contracting methods (Parts 13, 14, and 15), and small business programs (Part 19));
- (2) The ordering activity contracting officer has determined the price for the items not on the Federal Supply Schedule is fair and reasonable;
- (3) The items are clearly labeled on the order as items not on the Federal Supply Schedule; and
- (4) All clauses applicable to items not on the Federal Supply Schedule are included in the order.

## 8. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS

a. For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:

- (1) Time of delivery/installation quotations for individual orders;
- (2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/ service/software package submitted in response to requirements which result in orders under this schedule contract.
- (3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.

b. The above is not intended to encompass items not currently covered by the GSA Schedule contract.

## 9. OVERSEAS ACTIVITIES

The terms and conditions of this contract shall apply to all orders for installation, maintenance and repair of equipment in areas listed in the pricelist outside the 48 contiguous states and the District of Columbia, except as indicated below:

Not Applicable

Upon request of the Contractor, the ordering activity may provide the Contractor with logistics support, as available, in accordance with all applicable ordering activity regulations. Such ordering activity support will be provided on a reimbursable basis, and will only be provided to the Contractor's technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this contract.

## 10. BLANKET PURCHASE AGREEMENTS (BPAs)

Federal Acquisition Regulation (FAR) 13.303-1(a) defines Blanket Purchase Agreements (BPAs) as "...a simplified method of filling anticipated repetitive needs for supplies or services by establishing 'charge accounts' with qualified sources of

supply.” The use of Blanket Purchase Agreements under the Federal Supply Schedule Program is authorized in accordance with FAR 13.303-2(c)(3), which reads, in part, as follows:

“BPAs may be established with Federal Supply Schedule Contractors, if not inconsistent with the terms of the applicable schedule contract.”

Federal Supply Schedule contracts contain BPA provisions to enable schedule users to maximize their administrative and purchasing savings. This feature permits schedule users to set up “accounts” with Schedule Contractors to fill recurring requirements. These accounts establish a period for the BPA and generally address issues such as the frequency of ordering and invoicing, authorized callers, discounts, delivery locations and times. Agencies may qualify for the best quantity/volume discounts available under the contract, based on the potential volume of business that may be generated through such an agreement, regardless of the size of the individual orders. In addition, agencies may be able to secure a discount higher than that available in the contract based on the aggregate volume of business possible under a BPA. Finally, Contractors may be open to a progressive type of discounting where the discount would increase once the sales accumulated under the BPA reach certain prescribed levels. Use of a BPA may be particularly useful with the new Maximum Order feature. See the Suggested Format, contained in this Schedule Pricelist, for customers to consider when using this purchasing tool.

## **11. CONTRACTOR TEAM ARRANGEMENTS**

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

## **12. 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 132-8.

## **13. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES**

Prime Contractors (on cost reimbursement contracts) placing orders under Federal Supply Schedules, on behalf of an ordering activity, shall follow the terms of the applicable schedule and authorization and include with each order –

- (a) A copy of the authorization from the ordering activity with whom the contractor has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor); and
- (b) The following statement:

This order is placed under written authorization from \_\_\_\_\_ dated \_\_\_\_\_. In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.

## **14. INSURANCE—WORK ON A GOVERNMENT INSTALLATION (JAN 1997) (FAR52.228-5)**

- (a) The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.
- (b) Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing

that the required insurance has been obtained. The policies evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective—

- (1) For such period as the laws of the State in which this contract is to be performed prescribe; or
  - (2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.
- (c) The Contractor shall insert the substance of this clause, including this paragraph (c), in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and maintain the insurance required in the Schedule or elsewhere in the contract. The Contractor shall maintain a copy of all subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.

## **15. SOFTWARE INTEROPERABILITY**

Offerors are encouraged to identify within their software items any component interfaces that support open standard interoperability. An item's interface may be identified as interoperable on the basis of participation in a Government agency-sponsored program or in an independent organization program. Interfaces may be identified by reference to an interface registered in the component registry located at <http://www.core.gov>.

## **16. ADVANCE PAYMENTS**

A payment under this contract to provide a service or deliver an article for the United States Government may not be more than the value of the service already provided or the article already delivered. Advance or pre-payment is not authorized or allowed under this contract. (31 U.S.C. 3324)

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**TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 54151S), HEALTH INFORMATION TECHNOLOGY SERVICES (SPECIAL ITEM NUMBER 54151HEAL), AND WIRELESS MOBILITY SOLUTIONS SERVICES (SPECIAL ITEM NUMBER 517312)**

1. SCOPE

- a. The prices, terms and conditions stated under Special Item Number 54151S Information Technology Professional Services and Special Item Number 54151HEAL Health Information Technology Services, apply exclusively to IT 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

- 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. ORDERING PROCEDURES FOR SERVICES (REQUIRING A STATEMENT OF WORK) (G-FCI-920) (MAR 2003)

FAR 8.402 contemplates that GSA may occasionally find it necessary to establish special ordering procedures for individual Federal Supply Schedules or for some Special Item Numbers (SINs) within a Schedule. GSA has established special ordering procedures for services that require a Statement of Work. These special ordering procedures take precedence over the procedures in FAR 8.404 (b)(2) through (b)(3).

When ordering services over \$100,000, Department of Defense (DOD) ordering offices and non-DOD agencies placing orders on behalf of the DOD must follow the policies and procedures in the Defense Federal Acquisition Regulation Supplement (DFARS) 208.404-70 – Additional ordering procedures for services. When DFARS 208.404-70 is applicable and there is a conflict between the ordering procedures contained in this clause and the additional ordering procedures for services in DFARS 208.404-70, the DFARS procedures take precedence.

GSA has determined that the prices for services contained in the contractor's price list applicable to this Schedule are fair and reasonable. However, the ordering activity using this contract is responsible for considering the level of effort and mix of labor proposed to perform a specific task being ordered and for making a determination that the total firm-fixed price or ceiling price is fair and reasonable.

(a) When ordering services, ordering activities shall—

(1) Prepare a Request (Request for Quote or other communication tool):

- (i) A statement of work (a performance-based statement of work is preferred) that outlines, at a minimum, the work to be performed, location of work, period of performance, deliverable schedule, applicable standards, acceptance criteria, and any special requirements (i.e., security clearances, travel, special knowledge, etc.) should be prepared.
- (ii) The request should include the statement of work and request the contractors to submit either a firm-fixed price or a ceiling price to provide the services outlined in the statement of work. A firm-fixed price order shall be requested, unless the ordering activity makes a determination that it is not possible at the time of placing the order to estimate accurately the extent or duration of the work

or to anticipate cost with any reasonable degree of confidence. When such a determination is made, a labor hour or time-and-materials proposal may be requested. The firm-fixed price shall be based on the rates in the schedule contract and shall consider the mix of labor categories and level of effort required to perform the services described in the statement of work. The firm-fixed price of the order should also include any travel costs or other incidental costs related to performance of the services ordered, unless the order provides for reimbursement of travel costs at the rates provided in the Federal Travel or Joint Travel Regulations. A ceiling price must be established for labor-hour and time-and-materials orders.

- (iii) The request may ask the contractors, if necessary or appropriate, to submit a project plan for performing the task, and information on the contractor's experience and/or past performance performing similar tasks.
- (iv) The request shall notify the contractors what basis will be used for selecting the contractor to receive the order. The notice shall include the basis for determining whether the contractors are technically qualified and provide an explanation regarding the intended use of any experience and/or past performance information in determining technical qualification of responses. If consideration will be limited to schedule contractors who are small business concerns as permitted by paragraph (2) below, the request shall notify the contractors that will be the case.

(2) Transmit the Request to Contractors:

Based upon an initial evaluation of catalogs and price lists, the ordering activity should identify the contractors that appear to offer the best value (considering the scope of services offered, pricing and other factors such as contractors' locations, as appropriate) and transmit the request as follows:

NOTE: When buying IT professional services under SIN 54151S ONLY, the ordering office, at its discretion, may limit consideration to those schedule contractors that are small business concerns. This limitation is not applicable when buying supplies and/or services under other SINS as well as SIN 54151S. The limitation may only be used when at least three (3) small businesses that appear to offer services that will meet the agency's needs are available, if the order is estimated to exceed the micro-purchase threshold.

- (i) The request should be provided to at least three (3) contractors if the proposed order is estimated to exceed the micro-purchase threshold, but not exceed the maximum order threshold.
- (ii) For proposed orders exceeding the maximum order threshold, the request should be provided to additional contractors that offer services that will meet the ordering activity's needs.
- (iii) In addition, the request shall be provided to any contractor who specifically requests a copy of the request for the proposed order.
- (iv) Ordering activities should strive to minimize the contractors' costs associated with responding to requests for quotes for specific orders. Requests should be tailored to the minimum level necessary for adequate evaluation and selection for order placement. Oral presentations should be considered, when possible.

(3) Evaluate Responses and Select the Contractor to Receive the Order:

After responses have been evaluated against the factors identified in the request, the order should be placed with the schedule contractor that represents the best value. (See FAR 8.404)

- (b) The establishment of Federal Supply Schedule Blanket Purchase Agreements (BPAs) for recurring services is permitted when the procedures outlined herein are followed. All BPAs for services must define the services that may be ordered under the BPA, along with delivery or performance time frames, billing procedures, etc. The potential volume of orders under BPAs, regardless of the size of individual orders, may offer the ordering activity the opportunity to secure volume discounts. When establishing BPAs, ordering activities shall—
  - (1) Inform contractors in the request (based on the ordering activity's requirement) if a single BPA or multiple BPAs will be established, and indicate the basis that will be used for selecting the contractors to be awarded the BPAs.

- (i) SINGLE BPA: Generally, a single BPA should be established when the ordering activity can define the tasks to be ordered under the BPA and establish a firm-fixed price or ceiling price for individual tasks or services to be ordered. When this occurs, authorized users may place the order directly under the established BPA when the need for service arises. The schedule contractor that represents the best value should be awarded the BPA. (See FAR 8.404)
  - (ii) MULTIPLE BPAs: When the ordering activity determines multiple BPAs are needed to meet its requirements, the ordering activity should determine which contractors can meet any technical qualifications before establishing the BPAs. When establishing the BPAs, the procedures in (a)(2) above must be followed. The procedures at (a)(2) do not apply to orders issued under multiple BPAs. Authorized users must transmit the request for quote for an order to all BPA holders and then place the order with the Schedule contractor that represents the best value.
- (2) Review BPAs Periodically: Such reviews shall be conducted at least annually. The purpose of the review is to determine whether the BPA still represents the best value. (See FAR 8.404)
- (c) The ordering activity should give preference to small business concerns when two or more contractors can provide the services at the same firm-fixed price or ceiling price.
  - (d) When the ordering activity's requirement involves both products as well as executive, administrative and/or professional, services, the ordering activity should total the prices for the products and the firm-fixed price for the services and select the contractor that represents the best value. (See FAR 8.404)
  - (e) The ordering activity, at a minimum, should document orders by identifying the contractor from which the services were purchased, the services purchased, and the amount paid. If other than a firm-fixed price order is placed, such documentation should include the basis for the determination to use a labor-hour or time-and-materials order. For ordering activity requirements in excess of the micro-purchase threshold, the order file should document the evaluation of Schedule contractors' quotes that formed the basis for the selection of the contractor that received the order and the rationale for any trade-offs made in making the selection.

#### 4. 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 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.

#### 5. 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.

#### 6. INSPECTION OF SERVICES

The Inspection of Services–Fixed Price (AUG 1996) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection–Time-and-Materials and Labor-Hour (JAN 1986) clause at FAR 52.246- 6 applies to time-and-materials and labor-hour 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 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 52.232-7 (DEC 2002), Alternate I (APR 1984) 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 52.232-7 (DEC 2002), Alternate II (DEC 2002) applies to labor-hour orders placed under this contract.

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.

## DESCRIPTION OF IT SERVICES AND PRICING - SPECIAL ITEM NUMBER 54151S

Provided are descriptions of each type of IT Service offered under Special Item Number 54151S.

Labor Category	GSA Hourly Rate (Includes IFF)				
	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5
	2/18/2020 - 2/17/2021	2/18/2021 - 2/17/2022	2/18/2022 - 2/17/2023	2/18/2023 - 2/17/2024	2/18/2024 - 2/17/2025
Senior Project Manager	\$266.86	\$274.87	\$283.11	\$291.61	\$300.36
Senior Project Engineer II	\$195.69	\$201.56	\$207.61	\$213.84	\$220.25
Senior Software Developer I	\$133.43	\$137.43	\$141.55	\$145.80	\$150.17
Senior Software Developer II	\$169.02	\$174.09	\$179.32	\$184.70	\$190.24
Web Developer I	\$99.64	\$102.63	\$105.71	\$108.88	\$112.15
Application Systems Analyst I	\$133.43	\$137.43	\$141.55	\$145.80	\$150.17
Application Systems Programmer I	\$133.43	\$137.43	\$141.55	\$145.80	\$150.17
Systems Analyst I	\$145.88	\$150.26	\$154.76	\$159.41	\$164.19
Database Analyst I	\$145.88	\$150.26	\$154.76	\$159.41	\$164.19
Junior Application Systems Analyst I	\$71.16	\$73.30	\$75.50	\$77.76	\$80.09

### **Labor Category Descriptions:**

#### **Job Title: Senior Project Manager**

Minimum/General Experience: 7 years in Project Management or Technical Project Lead role

Functional Responsibility: Oversees various systems projects of a highly complex nature. Responsible for assembling project team, assigning individual responsibilities, identifying appropriate resources needed, and developing schedule to ensure timely completion of project and meeting deadlines of project. Must be familiar with the systems scope and project objectives, as well as the role and function of each team member in order to effectively coordinate the activities of the team.

Minimum Education: BS/15 years of total experience

#### **Job Title: Senior Project Engineer - II**

Minimum/General Experience: 10 years of work experience.

Functional Responsibility: Works independently as highest level technical expert, providing both external and internal consulting services. Gives guidance and direction to all levels of technical staff. Key contributor in development of applications systems analysis and programming. May help develop and evaluate user training programs. May lead large project teams. Maintains currency in applications expertise. Recommends future directions or projects to clients. Resolves customer problems with software and responds to suggestions for improvements/enhancements. Works with technical staff and/or customer to evaluate and develop solutions for highly complex software problems. Responsible for project completion and customer satisfaction.

Minimum Education: Bachelor's degree in Math or Computer Science OR technical training equivalent.

#### **Job Title: Senior Software Developer - I**

Minimum/General Experience: 5 years programming or systems analysis experience.

Functional Responsibility: Under general direction, formulates/defines system scope and objectives. Devises or modifies

procedures to solve complex problems considering computer equipment capacity and limitations, operating time and form of desired results. Prepares detailed specifications from which programs will be written. Designs, codes, tests, debugs, documents and maintains those programs.

Minimum Education: Bachelor's degree in technical area or technical training equivalent.

## **Job Title: Senior Software Developer - II**

Minimum/General Experience: 8 years programming or systems analysis experience

Functional Responsibility: Formulates/defines system scope and objectives for assigned projects. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time and form of desired results. Prepares detailed specifications from which programs will be written. Responsible for program design, coding, testing, debugging and documentation. Has full technical knowledge of all phases of applications systems analysis and programming. Also has duties instructing, directing and checking the work of other systems analysis and programming personnel. Responsible for quality assurance review. Responsible for directing and monitoring the work of team members. May be responsible for project completion and user satisfaction.

Minimum Education: Bachelor's degree in technical area or technical training equivalent.

## **Job Title: Application Systems Analyst - I**

Minimum/General Experience: 8 years programming or systems analysis experience

Functional Responsibility: Works independently as technical expert in specific technology area. Key contributor in development of applications systems analysis and programming. May help develop and evaluate user training programs. May lead large project teams. Recommends future directions or projects to clients. Resolves customer problems with software and responds to suggestions for improvements/enhancements. Works with technical staff and/or customer to evaluate and develop solutions for highly complex software problems. Responsible for project completion and customer satisfaction.

Minimum Education: Bachelor's degree in technical area or technical training equivalent.

## **Job Title: Application Systems Programmer - I**

Minimum/General Experience: 8 years programming or systems analysis experience

Functional Responsibility: Works independently as technical expert in specific technology area. Key contributor in development of applications systems analysis and programming. May help develop and evaluate user training programs. May lead large project teams. Recommends future directions or projects to clients. Resolves customer problems with software and responds to suggestions for improvements/enhancements. Works with technical staff and/or customer to evaluate and develop solutions for highly complex software problems. Responsible for project completion and customer satisfaction.

Minimum Education: Bachelor's degree in technical area or technical training equivalent.

## **Job Title: Database Analyst - I**

Minimum/General Experience: 8 years programming or systems analysis experience

Functional Responsibility: Works independently as technical expert in Database Management and Analysis. Key contributor in development of applications systems analysis and programming. May help develop and evaluate user training programs. May lead large project teams. Recommends future directions or projects to clients. Resolves customer problems with software and responds to suggestions for improvements/enhancements. Works with technical staff and/or customer to evaluate and develop solutions for highly complex software problems.

Responsible for project completion and customer satisfaction.

Minimum Education: Bachelor's degree in technical area or technical training equivalent.

## **Job Title: Systems Analyst - I**

Minimum/General Experience: 8 years programming or systems analysis experience

Functional Responsibility: Works independently as technical expert in Database Management and Analysis. Key contributor in development of applications systems analysis and programming. May help develop and evaluate user training programs. May lead large project teams. Recommends future directions or projects to clients. Resolves customer problems with software and responds to suggestions for improvements/enhancements. Works with technical staff and/or customer to evaluate and develop solutions for highly complex software problems.

Responsible for project completion and customer satisfaction.

Minimum Education: Bachelor's degree in technical area or technical training equivalent.

## **Job Title: Junior Applications Systems Analyst - I**

Minimum/General Experience: 1 year programming or systems analysis experience.

Functional Responsibility: Under general supervision, formulates and defines system scope and objectives through research and fact-finding to develop or modify moderately complex problems. Prepares detailed specifications from which programs will be written. Designs, codes, tests, debugs, documents and maintains those programs.

Minimum Education: Bachelor's degree in technical area or technical training equivalent.

## **Job Title: Web Software Developer - I**

Minimum/General Experience: 3 years programming or systems analysis experience.

Functional Responsibility: Under general supervision, formulates and defines system scope and objectives through research and fact-finding to develop or modify moderately complex problems. Prepares detailed specifications from which programs will be written. Designs, codes, tests, debugs, documents and maintains those programs.

Minimum Education: Bachelor's degree in technical area or technical training equivalent.

## DESCRIPTION OF HEALTH IT SERVICES AND PRICING - SPECIAL ITEM NUMBER 54151HEAL

Provided are descriptions of each type of IT Service offered under Special Item Number 54151HEAL.

#	Labor Category	GSA Hourly Rate				
		YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5
		2/18/2020 - 2/17/2021	2/18/2021 - 2/17/2022	2/18/2022 - 2/17/2023	2/18/2023 - 2/17/2024	2/18/2024 - 2/17/2025
1	Business Analyst (SME)	\$134.92	\$138.97	\$143.14	\$147.43	\$151.85
2	Business Intelligence Analyst	\$87.96	\$90.60	\$93.32	\$96.12	\$99.00
3	Business Systems Analyst	\$118.38	\$121.93	\$125.59	\$129.36	\$133.24
4	Computer and Information Systems Manager	\$147.10	\$151.51	\$156.06	\$160.74	\$165.56
5	Computer Systems Security Specialist	\$72.29	\$74.46	\$76.69	\$78.99	\$81.36
6	Configuration Manager Level I	\$84.20	\$86.73	\$89.33	\$92.01	\$94.77
7	Configuration Manager Level II	\$95.21	\$98.07	\$101.01	\$104.04	\$107.16
8	Data Analyst	\$119.08	\$122.65	\$126.33	\$130.12	\$134.03
9	Data Architect	\$143.82	\$148.13	\$152.58	\$157.16	\$161.87
10	Data Security Analyst	\$106.41	\$109.60	\$112.89	\$116.28	\$119.77
11	Design Manager	\$113.01	\$116.40	\$119.89	\$123.49	\$127.19
12	Developer Salesforce	\$108.23	\$111.48	\$114.82	\$118.27	\$121.81
13	Help Desk Manager	\$78.25	\$80.60	\$83.02	\$85.51	\$88.07
14	Help Desk Specialist Level I	\$36.47	\$37.56	\$38.69	\$39.85	\$41.05
15	Help Desk Specialist Level II	\$46.77	\$48.17	\$49.62	\$51.11	\$52.64
16	Help Desk Specialist Level III	\$74.43	\$76.66	\$78.96	\$81.33	\$83.77
17	Information Systems Auditor	\$110.57	\$113.89	\$117.30	\$120.82	\$124.45
18	IT Project Manager Level I	\$107.21	\$110.43	\$113.74	\$117.15	\$120.67
19	IT Project Manager Level II	\$152.18	\$156.75	\$161.45	\$166.29	\$171.28
20	Operations Support Systems Engineer	\$116.17	\$119.66	\$123.24	\$126.94	\$130.75
21	Program Manager	\$160.17	\$164.98	\$169.92	\$175.02	\$180.27
22	Project Controller	\$95.17	\$98.03	\$100.97	\$103.99	\$107.11
23	Quality Assurance Specialist Level I	\$85.47	\$88.03	\$90.68	\$93.40	\$96.20
24	Quality Assurance Specialist Level II	\$90.00	\$92.70	\$95.48	\$98.35	\$101.30
25	Quality Control Manager	\$107.37	\$110.59	\$113.91	\$117.33	\$120.85
26	Quality Control Test Engineer Level I	\$47.35	\$48.77	\$50.23	\$51.74	\$53.29
27	Quality Control Test Engineer Level II	\$81.06	\$83.49	\$86.00	\$88.58	\$91.23
28	Quality Control Test Engineer Level	\$107.17	\$110.39	\$113.70	\$117.11	\$120.62

	III					
29	Requirements Manager	\$138.83	\$142.99	\$147.28	\$151.70	\$156.25
30	Software Developer, Systems Software SME	\$150.00	\$154.50	\$159.14	\$163.91	\$168.83
31	Software Engineer Level I	\$55.05	\$56.70	\$58.40	\$60.15	\$61.96
32	Software Engineer Level II	\$100.22	\$103.23	\$106.32	\$109.51	\$112.80
33	Solution Architect	\$157.20	\$161.92	\$166.77	\$171.78	\$176.93
34	Subject Matter Expert Level I	\$111.23	\$114.57	\$118.00	\$121.54	\$125.19
35	Subject Matter Expert Level II	\$136.53	\$140.63	\$144.84	\$149.19	\$153.67
36	Subject Matter Expert Level III	\$164.95	\$169.90	\$175.00	\$180.25	\$185.65
37	System Architect	\$136.11	\$140.19	\$144.40	\$148.73	\$153.19
38	System Engineer Level I	\$67.85	\$69.89	\$71.98	\$74.14	\$76.37
39	System Engineer Level II	\$109.78	\$113.07	\$116.47	\$119.96	\$123.56
40	Task Manager	\$92.13	\$94.89	\$97.74	\$100.67	\$103.69
41	Technical Lead	\$135.14	\$139.19	\$143.37	\$147.67	\$152.10
42	Tele/Data Communications Analyst Level I	\$77.84	\$80.18	\$82.58	\$85.06	\$87.61
43	Tele/Data Communications Analyst Level II	\$87.01	\$89.62	\$92.31	\$95.08	\$97.93
44	Training Specialist	\$72.49	\$74.66	\$76.90	\$79.21	\$81.59
45	UX Designer	\$83.62	\$86.13	\$88.71	\$91.37	\$94.12

## **Labor Category Descriptions:**

### **Job Title: Business Analyst (SME)**

Minimum/General Experience: 8 years (3 years of additional relevant experience may be substituted for education)

Functional Responsibility: Applies the use of process improvement, reengineering methodologies, and internet- related methodologies and principles to conduct process modernization projects for healthcare IT systems. Supports activity and data modeling, development of modern business methods, identification of best practices, and creating and assessing performance measurements for healthcare solutions. Provides group facilitation, interviewing, training, and additional forms of knowledge transfer. Key coordinator between customers, providers, beneficiaries, and multiple project teams to ensure enterprise-wide integration of reengineering efforts and application of healthcare solutions best practice including e-business practices experience.

Minimum Education: Bachelor's Degree Engineering, Computer Science, Systems, Business or related scientific /technical discipline

### **Job Title: Business Intelligence Analyst**

Minimum/General Experience: 5 years (3 years of additional relevant experience may be substituted for education)

Functional Responsibility: Analyze and defines security requirements to protect healthcare solution information and data, which may include: provider data, beneficiary data, or other forms of Personally Identifiable Information (PII) and/or Personal Health Information (PHI). Design, develop, engineer, and implement solutions to security requirements. Guide effort to gather and organize technical information about an organization's healthcare IT mission, goals, and needs, existing security products, and ongoing programs in the MLS arena. Perform risk analyses which also includes risk assessment. Develop security standards for healthcare IT systems and healthcare data.

Minimum Education: Bachelor's Degree in Computer Science, Information Systems or related scientific /technical discipline

## **Job Title: Business Systems Analyst**

Minimum/General Experience: 12 years (3 years of additional relevant experience may be substituted for education)

Functional Responsibility: Must be well versed in life cycle, budget and project management methodologies for healthcare programs and health IT solutions. Must have experience in tracking costs, schedule and performance progress. Must be able to identify and mitigate risks, including those associated with healthcare, beneficiary, and provider data; and oversees all aspects of the project. Analyze new and complex project-related problems and create innovative solutions that normally involve the schedule, technology, methodology, tools, solution components, and financial management of the project. Provide healthcare IT applications systems analysis and long and short-range plans for application selection, systems development, systems maintenance, and production activities for necessary support resources.

Minimum Education: Bachelor's Business Administration, Computer Science Management, Information Technology or related scientific /technical discipline

## **Job Title: Computer and Information Systems Manager**

Minimum/General Experience: 8 years (3 years of additional relevant experience may be substituted for education)

Functional Responsibility: Supervise the provisioning of technical support to clients, and may also provide advice, technical assistance and support for incoming queries and resolve issues related to healthcare IT computer systems, software, application, hardware, healthcare provider and beneficiary queries, and/or other issues related to the health IT solution. Must be able to assist with developing and validating functional and technical requirements and troubleshooting issues and providing telephonic training to customers, providers, and/or beneficiaries. Identifies, researches, and resolves technical problems.

Minimum Education: Bachelor's Degree General

## **Job Title: Computer Systems Security Specialist**

Minimum/General Experience: 5 years (3 years of additional relevant experience may be substituted for education)

Functional Responsibility: Provide configuration management planning for healthcare IT solutions. Describe provisions for configuration identification, change control, configuration status accounting, and configuration audits. Regulate the change process so that only approved and validated changes are incorporated into product documents and related software. Must facilitate the change Notification process used for updating product. Must ensure notification of performing organizations or project teams of change activity

Minimum Education: Bachelor's Degree in Engineering, Computer Science, Systems, Business, Math or related scientific /technical discipline

## **Job Title: Configuration Manager Level I**

Minimum/General Experience: 3 years (3 years of additional relevant experience may be substituted for education)

Functional Responsibility: Coordinate and/or perform additions and changes to healthcare IT network hardware and operating systems, and attached devices; includes investigation, analysis, recommendation, configuration, installation, and testing of new network hardware and software. Provide direct support in the day-to-day operations on healthcare IT network hardware and operating systems, including the evaluation of system utilization, monitoring response time and primary support for detection and correction of operational problems. Troubleshoot at the physical level of the network, working with network measurement hardware and software, as well as physical checking and testing of hardware devices at the logical level working with communication protocols. Maintain network infrastructure standards including network communication protocols such as TCP/IP. Provide technical consultation, training and support to IT staff.

Minimum Education: Bachelor's Degree in Engineering, Computer Science, Systems, Information Technology or related scientific /technical discipline

## **Job Title: Configuration Manager Level II**

Minimum/General Experience: 10 years (5 years of additional relevant experience may be substituted for education)

Functional Responsibility: Develops healthcare systems strategies and determines database structural requirements by analyzing client operations, applications, and programming; reviewing healthcare IT objectives with clients; evaluating current systems. May evaluate new data sources for adherence to the organization's quality standards of healthcare data and ease of integration into other healthcare databases. Develops database solutions by designing proposed system; defining database physical structure and functional capabilities, security, back-up, and recovery specifications. Installs database systems by developing flowcharts; applying optimum access techniques while ensuring the protection of healthcare data, including PII and PHI; coordinating installation actions; documents actions.

Minimum Education: Bachelor's Degree in Computer Engineering, Computer Science, Information Technology or related scientific /technical discipline

## **Job Title: Data Analyst**

Minimum/General Experience: 1 year (3 years of additional relevant experience may be substituted for education)

Functional Responsibility: Provides support to end users on a variety of issues related to healthcare IT solutions. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support related to healthcare solutions. Documents, tracks and monitors problems to ensure timely resolutions.

Minimum Education: Bachelor's Degree General

## **Job Title: Data Architect**

Minimum/General Experience: 7 years (3 years of additional relevant experience may be substituted for education)

Functional Responsibility: Must be well versed in life cycle, budget and project management methodologies of healthcare programs and health IT solutions. Must have experience in tracking costs, schedule and performance progress. Must be able to identify and mitigate risks, including those associated with healthcare, beneficiary, and provider data; and oversees all aspects of the project. Analyze new and complex project-related problems and create innovative solutions that normally involve the schedule, technology, methodology, tools, solution components, and financial management of the project. Provide healthcare IT applications systems analysis and long and short-range plans for application selection, systems development, systems maintenance, and production activities for necessary support resources.

Minimum Education: Bachelor's Business Administration, Computer Science Management, Information Technology or related scientific /technical discipline

## **Job Title: Data Security Analyst**

Minimum/General Experience: 5 years (3 years of additional relevant experience may be substituted for education)

Functional Responsibility: Provides technical assistance and support for incoming queries and issues related to healthcare IT computer systems, software, application and/or hardware. Must understand healthcare nomenclature and be able to assist with developing and validating functional and technical requirements and troubleshooting issues and providing telephonic training to customers, including providers and beneficiaries. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Documents, tracks and monitors the problem to ensure a timely resolution.

Minimum Education: Bachelor's Computer Science or Business or related scientific /technical discipline

## **Job Title: Design Manager**

Minimum/General Experience: 5 years (3 years of SFDC Experience with focus on Apex and Java development experience may be substituted for education)

Functional Responsibility: Work closely with Customer to ensure the timely and effective delivery of Salesforce requirements in the healthcare IT domain. Responsible for managing all aspects of Salesforce.com (SFDC) including configuration, customization and implementation of applications and third-party integrations. Role also includes collaborating with internal stakeholders and team members to build solutions in SFDC that support business requirements and processes for continuous improvement of Health IT solutions.

Minimum Education: Bachelor's Degree in Engineering, Computer Science, Information Technology or related scientific /technical discipline.

## **Job Title: Developer Salesforce**

Minimum/General Experience: 5 years (3 years of additional relevant experience may be substituted for education)

Functional Responsibility: Analyze, assess, plan, design, and implement operational and functional baselines for health IT solutions. Create conceptual business models to identify relevant changes needed to improve delivery of health services. Assist in applying common best practices for the healthcare IT industry to the customer using a knowledge base to create conceptual business models and to identify relevant issues and considerations in selecting application software packages. Assess the operational and functional baseline of an organization and its organizational components, and help to define the direction and strategy for an engagement while ensuring the healthcare and healthcare IT needs are being addressed. Identify information technology inadequacies and/or deficiencies that affect the functional area's ability to support/meet healthcare and healthcare IT goals. Support the development of functional area strategies for enhanced healthcare IT.

Minimum Education: Bachelor's Degree Engineering, Computer Science, Systems, Business or related scientific/technical discipline

## **Job Title: Help Desk Manager**

Minimum/General Experience: 3 years (3 years of additional relevant experience may be substituted for education)

Functional Responsibility: Provides technical assistance and support for incoming queries and issues related to healthcare IT computer systems, software, application and/or hardware. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Documents, tracks and monitors the problem to ensure a timely resolution.

Minimum Education: Bachelor's Degree General

## **Job Title: Help Desk Specialist Level I**

Minimum/General Experience: 5 years (3 years of additional relevant experience may be substituted for education)

Functional Responsibility: Provides technical assistance and support for incoming queries and issues related to healthcare IT computer systems, software, application and/or hardware. Must understand healthcare nomenclature and be able to assist with developing and validating functional and technical requirements and troubleshooting issues and providing telephonic training to customers, including providers and beneficiaries. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Documents, tracks and monitors the problem to ensure a timely resolution.

Minimum Education: Bachelor's Degree General

## **Job Title: Help Desk Specialist Level II**

Minimum/General Experience: 12 years (3 years of additional relevant experience may be substituted for education)

Functional Responsibility: Must be well versed in life cycle, budget and project management methodologies for healthcare programs and health IT solutions. Must have experience in tracking costs, schedule and performance progress. Must be able to identify and mitigate risks, including those associated with healthcare, beneficiary, and provider data; and oversees all aspects of the project. Analyze new and complex project-related problems and create innovative solutions that normally involve the schedule, technology, methodology, tools, solution components, and financial management of the project. Provide healthcare IT applications systems analysis and long and short-range plans for application selection, systems development, systems maintenance, and production activities for necessary support resources.

Minimum Education: Bachelor's Business Administration, Computer Science Management, Information Technology or related scientific /technical discipline

## **Job Title: Help Desk Specialist Level III**

Minimum/General Experience: 10 years (3 years of additional relevant experience may be substituted for education)

Functional Responsibility: Recommends and implements computer hardware, software and system programs for health IT solutions. Administering and implementing all computer related technologies, including network security, internet operations and software upgrades to ensure the security of healthcare related data, which may include: provider data, beneficiary data, or other forms of Personally Identifiable Information (PII) and/or Personal Health Information (PHI).

Minimum Education: Bachelor's Degree in Engineering, Computer Science, Systems, Business or related scientific /technical discipline

## **Job Title: Information Systems Auditor**

Minimum/General Experience: 5 years (3 years of additional relevant experience may be substituted for education)

Functional Responsibility: Develop and implement quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures in a large computer-based healthcare IT organization. Develop and define major and minor characteristics of quality including quality metrics and scoring parameters and determines requisite quality control resources for an actual task order. Establish and maintain a process for evaluating healthcare IT hardware, software, and associated documentation and/or assist in the evaluation. Conduct and/or participate in formal and informal reviews at pre-determined points throughout the healthcare IT development life cycle.

Minimum Education: Bachelor's Degree in Computer Science, Information Technology, or related scientific /technical discipline

## **Job Title: IT Project Manager Level I**

Minimum/General Experience: 8 years (3 years of additional relevant experience may be substituted for education)

Functional Responsibility: Gathering and compiling data necessary to analyze a multitude of database products for healthcare IT solutions. Can evaluate data to quickly identify problems, issues and gaps. Has the knowledge and skill to recommend solutions that will improve performance of databases. Ability to analyze a variety of healthcare data, including: provider and beneficiary data, healthcare quality metrics, etc.

Minimum Education: Bachelor's Degree in Computer Science, Information Technology or related scientific /technical discipline

## **Job Title: IT Project Manager Level II**

Minimum/General Experience: 10 years (3 years of additional relevant experience may be substituted for education)

Functional Responsibility: Develops and implements quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures in a large healthcare IT computer-based organization. Develop and define major and minor characteristics of quality, including quality metrics and scoring parameters and determines requisite quality control resources for an actual task order. Establish and maintain a process for evaluating healthcare IT hardware, software, and associated documentation and/or assist in the evaluation. Conduct and/or participate in formal and informal reviews at pre-determined points throughout the healthcare IT development life cycle.

Minimum Education: Bachelor's Degree in Computer Science, Information Technology, or related scientific /technical discipline

## **Job Title: Operations Support Systems Engineer**

Minimum/General Experience: 5 years (8 years of additional relevant experience may be substituted for education)

Functional Responsibility: Direct all financial management and administrative activities, such as budgeting, manpower and resource planning and financial reporting to ensure a successful healthcare IT solution. Perform complex evaluations of existing procedures, processes, techniques, models, and/or systems related to management problems or contractual issues of health IT solutions, which would require a report and recommend solutions. Develop work breakdown structures, prepare charts, tables, graphs, and diagrams to assist in analyzing problems. Provide daily supervision and direction to staff.

Minimum Education: Bachelor's Finance, accounting, Business or related Financial discipline

## **Job Title: Program Manager**

Minimum/General Experience: 7 years (3 years of additional relevant experience may be substituted for education)

Functional Responsibility: Under general direction, performs all procedures necessary to ensure the safety of information systems and to protect systems from intentional or inadvertent access or destruction, and the protection and safeguard of healthcare data, including PII and PHI. Interfaces with user community to understand their security needs and the type of health data they work with, and implements procedures to accommodate them. Ensures that user community understands and

adheres to necessary procedures to maintain security and protection of proprietary healthcare and associated personal information. May require familiarity with healthcare domain structures, user authentication, and digital signatures. Conducts accurate evaluation of the level of security required for each type of healthcare data. May require understanding of firewall theory and configuration. Must be able to weigh business needs against security concerns and articulate issues to management.

Minimum Education: Bachelor's Degree in Engineering, Computer Science, Information Technology or related scientific /technical discipline

## **Job Title: Project Controller**

Minimum/General Experience: 4 years (3 years of additional relevant experience may be substituted for education)

Functional Responsibility: Provides development of project plan and the implementation of procedures that conforms to the requirements of the contract. Provides an independent assessment of how the project's software development process is being implemented relative to the defined process and recommends methods to optimize the organization's process.

Minimum Education: Bachelor's Degree in Computer Science, Information Technology, or related scientific /technical discipline

## **Job Title: Quality Assurance Specialist Level I**

Minimum/General Experience: 8 years (3 years of additional relevant experience may be substituted for education)

Functional Responsibility: Establish and maintain a process for evaluating healthcare IT software and associated documentation. Determine and manage the resources required for quality control of healthcare IT projects. Maintain the level of quality throughout the software life cycle. Conduct formal and informal reviews at pre-determined points throughout the healthcare IT development life cycle. Provide daily supervision and direction to support staff.

Minimum Education: Bachelor's Degree in Computer Science, Information Technology, or related scientific /technical discipline

## **Job Title: Quality Assurance Specialist Level II**

Minimum/General Experience: 4 years (3 years of additional relevant experience may be substituted for education)

Functional Responsibility: Analyze healthcare IT network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommend procurement, removals, and modifications to network components. Design and optimize healthcare IT network topologies and site configurations. Plan installations, transitions, and cutovers of network components and capabilities. Coordinate requirements with users and suppliers.

Minimum Education: Bachelor's Degree in Engineering, Computer Science, Systems, Business or related scientific /technical discipline

## **Job Title: Quality Control Manager**

Minimum/General Experience: 3 years (3 years of additional relevant experience may be substituted for education)

Functional Responsibility: Evaluate and implement automated test tools and strategies. Design, implement, and conduct test and evaluation procedures to ensure healthcare IT system requirements are met. Develop, maintain, and upgrade automated test scripts and architectures for healthcare IT application products. Write, implement, and report status for system test cases for testing. Analyze test cases and provide regular progress reports. Serve as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex healthcare IT software/hardware applications. Direct and/or participate in all phases of risk management assessments and healthcare IT software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.

Minimum Education: Bachelor's Degree in Engineering, Computer Science, Systems, Business or related scientific /technical discipline

## **Job Title: Quality Control Test Engineer Level I**

Minimum/General Experience: 7 years (3 years of additional relevant experience may be substituted for education)

Functional Responsibility: Evaluate and implement automated test tools and strategies. Design, implement, and conduct test and evaluation procedures to ensure healthcare IT system requirements are met. Develop, maintain, and upgrade automated

test scripts and architectures for application healthcare IT products. Write, implement, and report status for healthcare IT system test cases for testing. Analyze test cases and provide regular progress reports. Serve as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex healthcare IT software/hardware applications. Direct and/or participate in all phases of risk management assessments and healthcare IT software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.

Minimum Education: Bachelor's Degree in Engineering, Computer Science, Systems, Business or related scientific /technical discipline

## **Job Title: Quality Control Test Engineer Level II**

Minimum/General Experience: 10 years (3 years of additional relevant experience may be substituted for education)

Functional Responsibility: Software development managers are in charge of the entire development process for a healthcare IT software program. Identify the core functionality that users need from healthcare IT software programs. Design the program and then give instructions to programmers, who write computer code and test. Analyze users' needs and then design, test, and develop healthcare IT software to meet those needs

Recommend software upgrades. Design each piece of a healthcare IT system and plan how the pieces will work together. Create a variety of models and diagrams that instruct programmers how to write software code

Ensure that a program continues to function normally through software maintenance and testing

Minimum Education: Bachelor's Degree in Engineering, Computer Science, Systems, Information Technology, Mathematics or related scientific /technical discipline

## **Job Title: Quality Control Test Engineer Level III**

Minimum/General Experience: 7 years (3 years of additional relevant experience may be substituted for education)

Functional Responsibility: Provide configuration management planning for healthcare IT solutions. Describe provisions for configuration identification, change control, configuration status accounting, and configuration audits. Regulate the change process so that only approved and validated changes are incorporated into product documents and related software. Must facilitate the change Notification process used for updating product. Must ensure notification of performing organizations or project teams of change activity

Minimum Education: Bachelor's Degree in Engineering, Computer Science, Systems, Business, Math or related scientific /technical discipline

## **Job Title: Requirements Manager**

Minimum/General Experience: 10 years (3 years of additional relevant experience may be substituted for education)

Functional Responsibility: Elicit, analyze (investigate), validate (feasibility), specify (design), verify (test), and manage (release) the real needs of the healthcare IT project stakeholders, including customers and end users. Proficient in communication skills. Identify all requirements, collect and develop high level features, capture and manage requirements with documentation to include specifications, interface documents, and related documents. Perform analyses and provide recommendations on top level healthcare IT requirements, system requirements, derived requirements, software requirements, and interface designs. Complete understanding and wide application of technical principles, theories, and concepts in the field.

Minimum Education: Bachelor's Degree in Business Administration, System Engineering, Business/Finance/Accounting or related scientific /technical discipline

## **Job Title: Software Developer, Systems Software SME**

Minimum/General Experience: 3 years (3 years of additional relevant experience may be substituted for education)

Functional Responsibility: Designs, modifies, develops, writes and implements healthcare IT software programming applications. Supports and/or installs healthcare IT software applications/operating systems. Participates in the testing process through test review and analysis, test witnessing and certification of software.

Minimum Education: Bachelor's Degree in Engineering, Computer Science, Systems, Information Technology or related scientific /technical discipline

## **Job Title: Software Engineer Level I**

Minimum/General Experience: 7 years (3 years of additional relevant experience may be substituted for education)

Functional Responsibility: Designs, modifies, develops, writes and implements healthcare IT software programming applications. Supports and/or installs software applications/operating systems. Participates in the testing process through test review and analysis, test witnessing and certification of software.

Minimum Education: Bachelor's Degree in Engineering, Computer Science, Systems, Information Technology or related scientific /technical discipline

## **Job Title: Software Engineer Level II**

Minimum/General Experience: 10 years (3 years of additional relevant experience may be substituted for education)

Functional Responsibility: Establish healthcare IT system information requirements using analysis of the information engineer(s) in the development of enterprise-wide or large-scale healthcare IT systems. Design healthcare IT architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Ensure these healthcare IT systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI) and ISO reference models, and profiles of standards - such as Institute of Electrical and Electronic Engineers (IEEE) Open Systems Environment (OSE) reference model - as they apply to the implementation and specification of information management solution of the application platform, across the Application Program Interface (API), and the external environment/software application. Ensure that the common operating environment is compliant with the healthcare IT agency enterprise architecture and applicable reference models. Evaluate analytically and systematically problems of workflows, organization, and planning and develop appropriate corrective action. Provide daily supervision and direction to staff.

Minimum Education: Bachelor's Degree in Engineering, Computer Science, Systems, Information Technology or related scientific /technical discipline

## **Job Title: Solution Architect**

Minimum/General Experience: 10 years (3 years of additional relevant experience may be substituted for education)

Functional Responsibility: Establish system information requirements using analysis of the information engineer(s) in the development of enterprise wide or large-scale information systems. Design architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross- functional requirements and interfaces. Ensure these systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI) and ISO reference models, and profiles of standards - such as Institute of Electrical and Electronic Engineers (IEEE) Open Systems Environment (OSE) reference model - as they apply to the implementation and specification of information management solution of the application platform, across the Application Program Interface (API), and the external environment/software application. Ensure that the common operating environment is compliant with the Agency enterprise architecture and applicable reference models. Evaluate analytically and systematically problems of workflows, organization, and planning and develop appropriate corrective action. Provide daily supervision and direction to staff.

Minimum Education: Bachelor's Degree General

## **Job Title: Subject Matter Expert Level I**

Minimum/General Experience: 15 years (3 years of additional relevant experience may be substituted for education)

Functional Responsibility: Organizes, directs, and manages contract operation support functions for healthcare IT solutions, involving multiple, complex and inter-related project tasks. Manages teams of contract support personnel at multiple locations. Maintains and manages the client interface at the senior levels of the client organization. Meets with customer and contractor personnel to formulate and review task plans and deliverable items. Ensures conformance with program task schedules and costs. Establishes and maintains technical and financial reports to show progress of healthcare IT projects to management and customers, organizes and delegates responsibilities to subordinates and oversees the successful completion of all assigned tasks.

Minimum Education: Bachelor's Business Administration, Computer Science Management, Information Technology or related scientific /technical discipline

## **Job Title: Subject Matter Expert Level II**

Minimum/General Experience: 7 years (3 years of additional relevant experience may be substituted for education)

Functional Responsibility: Analyze Healthcare user needs to determine functional requirements and define problems and develop plans and requirements in the subject matter area for moderately complex to complex healthcare IT systems related to information systems architecture, networking; telecommunications, automation, communications protocols, risk management/electronic analysis, software, lifecycle management, software development methodologies, and modeling and simulation. Perform functional allocation to identify required tasks and their interrelationships. Identify resources required for each task. Possess requisite knowledge and expertise so recognized in the professional community that the government is able to qualify the individual as an expert in the field for an actual task order. Demonstrate exceptional oral and written communication skills. Commensurate experience in IT and in new and related older technology that directly relates to the required area of expertise.

Minimum Education: Bachelor's Degree in Engineering, Computer Science, Systems, Business or related scientific /technical discipline

## **Job Title: Subject Matter Expert Level III**

Minimum/General Experience: 10 years (3 years of additional relevant experience may be substituted for education)

Functional Responsibility: Analyze, assess, plan, design, and implement operational and functional baselines in the healthcare environment. Establishes goals and plans that meet project objectives. Has healthcare domain and expert technical knowledge with health IT systems and processes. Assist in applying common best practices for the industry to the customer using a knowledge base of healthcare solutions to create conceptual business models and to identify relevant issues and considerations in selecting application software packages. Identify information technology inadequacies and/or deficiencies that affect the functional area's ability to support/meet organizational goals. Interactions involve client negotiations and interfacing with senior management.

## **Job Title: System Architect**

Minimum/General Experience: 7 years (3 years of additional relevant experience may be substituted for education)

Functional Responsibility: Coordinate and/or perform additions and changes to healthcare IT network hardware and operating systems, and attached devices; includes investigation, analysis, recommendation, configuration, installation, and testing of new network hardware and software. Provide direct support in the day-to-day healthcare IT operations on network hardware and operating systems, including the evaluation of system utilization, monitoring response time and primary support for detection and correction of operational problems. Troubleshoot at the physical level of the healthcare IT network, working with network measurement hardware and software, as well as physical checking and testing of hardware devices at the logical level working with communication protocols. Maintain healthcare IT network infrastructure standards including network communication protocols such as TCP/IP. Provide technical consultation, training and support to IT staff.

Minimum Education: Bachelor's Degree in Engineering, Computer Science, Systems, Information Technology or related scientific /technical discipline

## **Job Title: System Architect Level II**

Minimum/General Experience: 10 years (3 years of additional relevant experience may be substituted for education)

Functional Responsibility: Develop and implement healthcare IT computer systems and networks. Healthcare IT system architects devise, build and maintain networking and computer systems. They may install both hardware and software during the setup and maintenance of these systems. Responsible for provisioning, configuring and operating the network systems that allow the healthcare IT system to function. Communication skills and some cost analysis are required

Minimum Education: Bachelor's Degree in Engineering, Computer Science, Systems, Information Technology or related scientific /technical discipline

Minimum Education: Bachelor's Degree Cost Accounting, Mathematics, Engineering, Computer Science, Systems, Business or related scientific /technical discipline

## **Job Title: System Engineer Level I**

Minimum/General Experience: 10 years (3 years of additional relevant experience may be substituted for education)

Functional Responsibility: Provides solutions to healthcare IT technical issues, and is responsible for meeting development schedules and ensuring the delivered healthcare IT solution meets the technical specifications and design requirements. Establishes a technical vision for the healthcare IT project with the development team and works with developers to turn it into reality. Tech Lead works with outside stakeholders to define technical options and agree on healthcare IT solutions for future streams of work. Establishes and/or coordinates programs of work (delivered through development) Acquiring appropriate budget for development to support business goals.

Minimum Education: Bachelor's Degree in Engineering, Computer Science, Systems, Information Technology or related scientific /technical discipline

## **Job Title: System Engineer Level II**

Minimum/General Experience: 10 years (3 years of additional relevant experience may be substituted for education)

Functional Responsibility: Provide technical, managerial, and administrative direction for problem definition, analysis, requirements development, and implementation for complex to extremely complex Healthcare IT systems in the subject matter area. Make recommendations and advise on organization-wide system improvements, optimization or maintenance efforts in the following specialties: information systems architecture; networking; telecommunications; automation; communications protocols; risk management/electronic analysis; software; lifecycle management; software development methodologies; and modeling and simulation. Commensurate experience in IT and in new and related older technology that directly relates to the required area of expertise.

Minimum Education: Bachelor's Degree in Engineering, Computer Science, Systems, Business or related scientific /technical discipline

## **Job Title: Task Manager**

Minimum/General Experience: 8 years (3 years of additional relevant experience may be substituted for education)

Functional Responsibility: Encompass overseeing internal and external design consultant teams, controlling the development of the healthcare IT solution design concept. Managing the design process using commercial, contractual, program/time awareness and technical expertise. Supporting, understanding and advising the client as to the healthcare IT requirements and obligations in the development of a design.

Minimum Education: Bachelor's Degree in Engineering, Computer Science, Information Technology or related scientific /technical discipline

## **Job Title: Technical Lead**

Minimum/General Experience: 15 years (3 years of additional relevant experience may be substituted for education)

Functional Responsibility: Analyze healthcare user needs to determine functional requirements and define problems and develop plans and requirements in the subject matter area for moderately complex to Health IT complex systems related to information systems architecture, networking; telecommunications, automation, communications protocols, risk management/electronic analysis, software, lifecycle management, software development methodologies, and modeling and simulation. Perform functional allocation to identify required tasks and their interrelationships.

Identify resources required for each task. Demonstrate exceptional oral and written communication skills. Commensurate experience in Health IT and in new and related older technology that directly relates to the required area of expertise.

Minimum Education: Bachelor's Degree in Engineering, Computer Science, Systems, Business or related scientific /technical discipline.

## **Job Title: Tele/Data Communications Analyst Level I**

Minimum/General Experience: 5 years (3 years of additional relevant experience may be substituted for education)

Functional Responsibility: Analyze healthcare IT network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommend procurement, removals, and modifications to network components. Design and optimize network topologies and site configurations. Plan installations, transitions, and cutovers of network components and capabilities. Coordinate requirements with users and suppliers.

Minimum Education: Bachelor's Degree in Engineering, Computer Science, Systems, Business or related scientific /technical discipline

## **Job Title: Tele/Data Communications Analyst Level II**

Minimum/General Experience: 8 years (3 years of additional relevant experience may be substituted for education)

Functional Responsibility: Ability to drive aggressive healthcare IT delivery schedules while maintaining quality and managing within budget constraints. Ability to lead and mentor staff. Expertise in schedule development, staff management, risk management and written and verbal communication.

Minimum Education: Bachelor's Degree in Engineering, Computer Science, Systems, Business or related scientific /technical discipline

## **Job Title: Training Specialist**

Minimum/General Experience: 5 years (3 years of additional relevant experience may be substituted for education)

Functional Responsibility: Conduct the research necessary to develop and revise training courses. Develop and revise courses and prepare appropriate training catalogs. Prepare instructor materials (course outline, background material, and training aids). Prepare student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Train personnel by conducting formal classroom courses, workshops and seminars. Support using standard training standards and software and hardware programs such as modeling and simulation and prototyping efforts. Provide input for training validation and or modifications of specified items or systems can be corrected.

Minimum Education: Bachelor's Degree General

## **Job Title: UX Designer**

Minimum/General Experience: 10 years (3 years of additional relevant experience may be substituted for education)

Functional Responsibility: Elicit, analyze (investigate), validate (feasibility), specify (design), verify (test), and manage (release) the real needs of the healthcare IT project stakeholders, including customers and end users. Proficient in communication skills. Identify all requirements, collect and develop high level features, capture and manage requirements with documentation to include specifications, interface documents, and related documents. Perform analyses and provide recommendations on top level healthcare IT requirements, system requirements, derived requirements, software requirements, and interface designs. Complete understanding and wide application of technical principles, theories, and concepts in the field.

Minimum Education: Bachelor's Degree in Business Administration, System Engineering, Business/Finance/Accounting or related scientific /technical discipline

**DESCRIPTION OF WIRELESS MOBILITY SOLUTIONS SERVICES AND PRICING – SPECIAL ITEM  
NUMBER 517312**

Provided are descriptions of each type of Wireless Mobility Solutions Services offered under Special Item Number 517312.

Labor Category	GSA Hourly Rate (Includes IFF)				
	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5
	2/18/2020 - 2/17/2021	2/18/2021- 2/17/2022	2/18/2022 - 2/17/2023	2/18/2023 - 2/17/2024	2/18/2024 - 2/17/2025
Wireless Telecom Billing Analyst I	\$62.91	\$64.80	\$66.74	\$68.74	\$70.81
Wireless Telecom Billing Analyst II	\$79.79	\$82.18	\$84.65	\$87.19	\$89.80
Wireless Telecom Business Intelligence Analyst	\$72.58	\$74.76	\$77.00	\$79.31	\$81.69
Wireless Telecom Logistics Lead	\$38.79	\$39.95	\$41.15	\$42.39	\$43.66
Wireless Telecom Logistics Specialist	\$26.82	\$27.62	\$28.45	\$29.31	\$30.19
Wireless Telecom Optimization Analyst	\$96.78	\$99.68	\$102.67	\$105.75	\$108.93
Wireless Telecom Program Manager	\$166.21	\$171.20	\$176.33	\$181.62	\$187.07
Wireless Telecom Project Manager	\$135.50	\$139.57	\$143.75	\$148.06	\$152.51
Wireless Telecom Requirements Manager	\$125.82	\$129.59	\$133.48	\$137.49	\$141.61
Wireless Telecom Service Desk Manager	\$96.78	\$99.68	\$102.67	\$105.75	\$108.93
Wireless Telecom Service Desk Sr. Manager	\$124.89	\$128.64	\$132.50	\$136.47	\$140.56
Wireless Telecom Service Desk Specialist I	\$62.91	\$64.80	\$66.74	\$68.74	\$70.81
Wireless Telecom Service Desk Specialist II	\$79.79	\$82.18	\$84.65	\$87.19	\$89.80
Wireless Telecom Subject Matter Expert	\$96.78	\$99.68	\$102.67	\$105.75	\$108.93
Wireless Telecom Systems Administrator I	\$67.74	\$69.77	\$71.87	\$74.02	\$76.24
Wireless Telecom Systems Administrator II	\$87.11	\$89.72	\$92.41	\$95.19	\$98.04
Wireless Telecom TEMS Systems Analyst I	\$62.21	\$64.08	\$66.00	\$67.98	\$70.02
Wireless Telecom TEMS Systems Analyst II	\$85.29	\$87.85	\$90.48	\$93.20	\$95.99
Wireless Telecom TEMS Systems Analyst III	\$95.89	\$98.77	\$101.73	\$104.78	\$107.93
Wireless Telecom TEMS Systems Analyst, Sr.	\$133.86	\$137.88	\$142.01	\$146.27	\$150.66
Wireless Telecom TEMS Systems/ Database Analyst	\$139.56	\$143.75	\$148.06	\$152.50	\$157.08
Wireless Telecom Transition Manager	\$111.26	\$114.60	\$118.04	\$121.58	\$125.22

**Labor Category Descriptions:**

**Job Title: Wireless Telecom Billing Analyst I**

Minimum/General Experience: 5 years (3 years of additional relevant experience may be substituted for education)

Functional Responsibility: Assesses wireless telecom carrier invoices to conduct invoice validation; identifies errors and executes bill disputes, when necessary; ensure proper bill payment, in accordance with contractual requirements.

Minimum Education: Bachelor's degree in computer science, information systems, or related technical discipline

## **Job Title: Wireless Telecom Billing Analyst II**

Minimum/General Experience: 7 years (3 years of additional relevant experience may be substituted for education)

Functional Responsibility: Assesses more complex wireless telecom carrier invoices to conduct invoice validation; identifies errors and executes bill disputes, when necessary; ensure proper bill payment, in accordance with contractual requirements.

Minimum Education: Bachelor's degree in computer science, information systems, or related technical discipline

## **Job Title: Wireless Telecom Business Intelligence Analyst**

Minimum/General Experience: 5 years (3 years of additional relevant experience may be substituted for education)

Functional Responsibility: Sets up wireless telecom invoices and bills for successful processing for wireless telecom expense and inventory management.

Minimum Education: Bachelor's degree in computer science, information systems, or related technical discipline

## **Job Title: Wireless Telecom Logistics Lead**

Minimum/General Experience: 7 years (3 years of additional relevant experience may be substituted for education)

Functional Responsibility: Manages wireless telecom logistics activities, including device procurement, distribution, repair, recycle, and disposition.

Minimum Education: Bachelor's degree, general

## **Job Title: Wireless Telecom Logistics Specialist**

Minimum/General Experience: 5 years (3 years of additional relevant experience may be substituted for education)

Functional Responsibility: Implements wireless telecom logistics activities, including device procurement, distribution, repair, recycle, and disposition.

Minimum Education: Bachelor's degree, general

## **Job Title: Wireless Telecom Optimization Analyst**

Minimum/General Experience: 10 years (5 years of additional relevant experience may be substituted for education)

Functional Responsibility: Manages wireless telecom vendor and client relationships to ensure accuracy of invoicing, timely payment, and resolution of billing questions and disputes.

Minimum Education: Bachelor's degree in computer engineering, computer science, information technology, or related technical discipline

## **Job Title: Wireless Telecom Program Manager**

Minimum/General Experience: 10 years (3 years of additional relevant experience may be substituted for education)

Functional Responsibility: Must be well versed in program management methodologies for telecom programs and wireless telecom solutions. Must have experience in tracking costs, schedule and performance progress across a portfolio of projects/tasks. Must be able to identify and mitigate risks, including those associated with telecom expense management, inventory management, and wireless services; oversees all aspects of the program. Active managerial oversight ensures excellent performance and serves as accessible point of contact for any operational, business, or contractual concerns.

Minimum Education: Bachelor's Business or related Technical discipline; telecom experience preferred

## **Job Title: Wireless Telecom Project Manager**

Minimum/General Experience: 8 years (3 years of additional relevant experience may be substituted for education)

Functional Responsibility: Must be well versed in project management methodologies for telecom programs and wireless

telecom solutions. Must have experience in tracking costs, schedule and performance progress. Must be able to identify and mitigate risks, including those associated with telecom expense management, inventory management, and wireless services; oversees all aspects of the project. Active managerial oversight ensures excellent performance and serves as accessible point of contact for any operational, business, or contractual concerns.

Minimum Education: Bachelor's Business or related Technical discipline; telecom experience preferred

## **Job Title: Wireless Telecom Requirements Manager**

Minimum/General Experience: 10 years (3 years of additional relevant experience may be substituted for education)

Functional Responsibility: Determines and/or negotiates wireless telecom carrier contracts in order to achieve the availability of the most effective pricing and wireless telecom plans.

Minimum Education: Bachelor's degree in business administration, system engineering, business, or related technical discipline

## **Job Title: Wireless Telecom Service Desk Manager**

Minimum/General Experience: 10 years (5 years of additional relevant experience may be substituted for education)

Functional Responsibility: Manage all wireless telecom service desk activities to ensure appropriate interface with stakeholders to ensure value; effectively implements wireless telecom services and solutions to address requests and resolve issues and serves as point of escalation for other service desk team members; manages activities of the service desk team.

Minimum Education: Bachelor's degree in computer engineering, computer science, information technology, or related technical discipline

## **Job Title: Wireless Telecom Service Desk Sr. Manager**

Minimum/General Experience: 12 years (5 years of additional relevant experience may be substituted for education)

Functional Responsibility: Provides strategic oversight and management for complex wireless telecom service desk activities to ensure appropriate interface with stakeholders to ensure value; effectively implements wireless telecom services and solutions to address requests and resolve issues and serves as point of escalation for other service desk team members; manages activities of the service desk team.

Minimum Education: Bachelor's degree in computer engineering, computer science, information technology, or related technical discipline

## **Job Title: Wireless Telecom Service Desk Specialist I**

Minimum/General Experience: 3 years (1 year of additional relevant experience may be substituted for education)

Functional Responsibility: Executes all wireless telecom service desk activities to ensure appropriate interface with stakeholders to ensure value; effectively implements wireless telecom services and solutions to address requests and resolve issues.

Minimum Education: Bachelor's degree in computer engineering, computer science, information technology, or related technical discipline

## **Job Title: Wireless Telecom Service Desk Specialist II**

Minimum/General Experience: 5 years (2 years of additional relevant experience may be substituted for education)

Functional Responsibility: Executes all wireless telecom service desk activities to ensure appropriate interface with stakeholders to ensure value; effectively implements wireless telecom services and solutions to address requests and resolve issues.

Minimum Education: Bachelor's degree in computer engineering, computer science, information technology, or related technical discipline

## **Job Title: Wireless Telecom Subject Matter Expert**

Minimum/General Experience: 10 years (5 years of additional relevant experience may be substituted for education)

Functional Responsibility: Executes all wireless telecom service desk activities to ensure appropriate interface with stakeholders to ensure value; effectively implements wireless telecom services and solutions to address requests and resolve issues.

Minimum Education: Bachelor's degree in computer engineering, computer science, information technology, or related technical discipline

## **Wireless Telecom Systems Administrator I**

Minimum/General Experience: 8 years programming or systems analysis experience

Functional Responsibility: Supports the maintenance and upgrade of wireless telecom support solution for both internal and external deployments; provides production support for deployments at U.S. federal government hosting centers, third-party cloud providers, and in-house support.

Minimum Education: Bachelor's degree in technical area or technical training equivalent

## **Wireless Telecom Systems Administrator II**

Minimum/General Experience: 10 years (5 years of additional relevant experience may be substituted for education)

Functional Responsibility: Directs the maintenance and upgrade of wireless telecom support solution for both internal and external deployments; provides production support for deployments at U.S. federal government hosting centers, third-party cloud providers, and in-house support.

Minimum Education: Bachelor's degree in computer engineering, computer science, information technology, or related technical discipline

## **Wireless Telecom TEMS Systems Analyst I**

Minimum/General Experience: 3 years (1 year of additional relevant experience may be substituted for education)

Functional Responsibility: Executes the configuration of TEMS software to support wireless telecom management activities. Performs initial set up and ongoing operations and maintenance, including providing support for custom report creation, as required.

Minimum Education: Bachelor's degree in computer science, information systems, or related technical discipline

## **Wireless Telecom TEMS Systems Analyst II**

Minimum/General Experience: 5 years (3 years of additional relevant experience may be substituted for education)

Functional Responsibility: Executes the configuration of TEMS software to support wireless telecom management activities. Performs initial set up and ongoing operations and maintenance, including providing support for custom report creation, as required.

Minimum Education: Bachelor's degree in computer science, information systems, or related technical discipline

## **Wireless Telecom TEMS Systems Analyst III**

Minimum/General Experience: 8 years (3 years of additional relevant experience may be substituted for education)

Executes the configuration of TEMS software to support wireless telecom management activities. Performs initial set up and ongoing operations and maintenance, including providing support for custom report creation, as required.

Minimum Education: Bachelor's degree in computer science, information systems, or related technical discipline

## **Wireless Telecom TEMS Systems Analyst, Sr.**

Minimum/General Experience: 10 years (5 years of additional relevant experience may be substituted for education)

Functional Responsibility: Oversees and executes the configuration of TEMS software to support wireless telecom management activities. Ensures the quality of initial set up and ongoing operations and maintenance, including providing

support for custom report creation, as required

Minimum Education: Bachelor's degree in computer science, information systems, or related technical discipline

## **Wireless Telecom TEMS Systems/ Database Analyst**

Minimum/General Experience: 10 years (3 years of additional relevant experience may be substituted for education)

Functional Responsibility: Oversees and executes the configuration of TEMS software to support wireless telecom management activities, including database support. Normalizes and validates the inventory database and ensures data integrity is maintained. Ensures the quality of initial set up and ongoing operations and maintenance, including providing support for custom report creation, as required.

Minimum Education: Bachelor's Degree in Engineering, Computer Science, Systems, Business or related technical discipline

## **Wireless Telecom Transition Manager**

Minimum/General Experience: 8 years (3 years of additional relevant experience may be substituted for education)

Functional Responsibility: Must be well versed in transition methodologies necessary for telecom programs and wireless telecom solutions. Must have experience working with project and stakeholder teams to effectively migrate wireless telecom programs. Coordinates transitions on and off the program to ensure they occur in compliance with the transition plan; ensures transition activities comply with all contract terms and conditions; customizes requirements, business rules, workflows, and user interfaces to ensure the implementation of our proposed solution starts quickly; must be able to identify and mitigate transition risks, particularly those associated with telecom expense management, inventory management, and wireless services.

Minimum Education: Bachelor's Degree in Engineering, Computer Science, Systems, Business or related technical discipline

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## TERMS AND CONDITIONS APPLICABLE TO SOFTWARE LICENSES (SPECIAL ITEM NUMBER 511210) AND OF GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY SOFTWARE

### 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. 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.

**LIMITED WARRANTY.** TurningPoint warrants that, for a period of ninety (90) days from the initial Delivery of the Software, (the "Warranty Period"), the Software shall operate substantially in accordance with the functional specifications in the Documentation. TurningPoint does not, however, warrant that Customer's use of the Software will be uninterrupted or error free. In addition, the security mechanism, implemented by the Software and identified to Customer by TurningPoint, has inherent limitations and Customer must determine that the security mechanism as documented in the user manuals meets Customer's requirements. If, during the Warranty Period, the Software does not meet this limited warranty, Customer may contact TurningPoint and TurningPoint shall, at its option, either advise Customer how to achieve substantially the same functionality with the Software as described in the Documentation by undertaking reasonable and credible action that is both capable of being implemented in the ordinary course by the Customer and when implemented accomplishes the warranted performance, replace the Software with Software that meets the warranted performance, or refund Customer's full license fees paid hereunder (which refund shall constitute a termination of this Agreement under section 7), . The foregoing constitutes Customer's sole and exclusive remedy for breach by TurningPoint of any warranties (express or implied) made under this Agreement. This limited warranty shall be void to the extent that failure of the Software results from accident, abuse or misapplication by Customer. Any replacement Software will be warranted for the longer of the then remaining balance of the initial 90-day Warranty Period or twenty (20) days from Customer's date of receipt of the warranted remedy. TurningPoint warrants the Software will work with Customer's existing production hardware and software (servers, web-server, mainframe, workstations, and operating systems) as documented in the user manuals with no adverse effects.

TurningPoint warrants it has full intellectual property ownership of the Software licensed to Customer hereunder and it has the right to license the Software to Customer. TurningPoint warrants the Software, when and as delivered by TurningPoint, does not contain any virus or other software routine designed to erase, disable, or otherwise harm the software or Customer's equipment, data, or other software other than license management software for which TurningPoint warrants that it shall provide a key enabling full use of NiOS for the license term. TurningPoint warrants that the Software, when and as delivered by TurningPoint, does not contain any technology the purpose or result of which is to act as a passive collection mechanism with regard to information about or related to any user.

TurningPoint warrants that the Software licensed hereunder and delivered to Customer shall meet the Year 2000 Compliance Standard and will record, store, process, and present calendar dates falling on or after January 1, 2000, in the same manner, and with the same functionality, as such software on or before December 31, 1999. "Year 2000 Compliance Standard" means: (a) all dates receivable by the Software (input data) will accept a century indicator; (b) date calculations involving either a single century or multiple centuries will neither cause an abnormal ending nor generate incorrect results; and (c) when sorting by date, all records will be sorted in accurate sequence, and when the date is used as a key, records will be read and written in accurate sequence.

EXCEPT FOR THE WARRANTIES SET FORTH ABOVE, THE SOFTWARE AND THE DOCUMENTATION ARE LICENSED "AS IS," AND TURNINGPOINT DISCLAIMS ANY AND ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE AND NON-INFRINGEMENT. SOME JURISDICTIONS DO NOT ALLOW EXCLUSIONS OF AN IMPLIED WARRANTY, SO THIS DISCLAIMER MAY NOT APPLY TO YOU AND YOU MAY HAVE OTHER LEGAL RIGHTS THAT VARY BY JURISDICTION

- 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.

### 3. TECHNICAL SERVICES

**The Contractor, without additional charge to the ordering activity, shall provide a hot line technical support number (301) 795-1620 or (301) 795 1655 for the purpose of providing user assistance and guidance in the implementation of the software.**

### 4. SOFTWARE MAINTENANCE

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

#### a. Software Maintenance Services

Software maintenance as a service creates, designs, implements, and/or integrates customized changes to software that solve one or more problems and is 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, on-line technical support, customized support, and/or technical expertise which are charged commercially. Software maintenance as a service is billed arrears in accordance with 31 U.S.C. 3324.

#### b. Invoices

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.

### 5. PERIODS OF LICENSES (SIN 511210) AND MAINTENANCE

- a. The Contractor shall honor orders for periods for the duration of the contract period or a lesser period of time.
- b. Term licenses and/or maintenance may be discontinued by the ordering activity on thirty (30) calendar days written notice to the Contractor.
- c. Annual Funding. When annually appropriated funds are cited on an order for term licenses and/or maintenance, the period of the term licenses and/or maintenance shall automatically expire on September 30 of the contract period, or at the end of the contract period, whichever occurs first. Renewal of the term licenses and/or maintenance orders citing the new appropriation shall be required, if the term licenses and/or maintenance is to be continued during any remainder of the contract period.
- d. 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.
- e. Ordering activities should notify the Contractor in writing thirty (30) calendar days prior to the expiration of an order, if the term licenses and/or maintenance is to be terminated at that time. Orders for the continuation of term licenses and/or maintenance will be required if the term licenses and/or maintenance is to be continued during the subsequent period.

### 6. CONVERSION FROM TERM LICENSE TO PERPETUAL LICENSE - NOT APPLICABLE

- 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.

- 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.
- c. The term license for each software product shall be discontinued on the day immediately preceding the effective date of conversion from a term license to a perpetual license.
- d. The price the ordering activity shall pay will be the perpetual license price that prevailed at the time such software was initially ordered under a term license, or the perpetual license price prevailing at the time of conversion from a term license to a perpetual license, whichever is the less, minus an amount equal to \_\_\_% of all term license payments during the period that the software was under a term license within the ordering activity.

## 7. TERM LICENSE CESSATION - NOT APPLICABLE

- a. After a software product has been on a continuous term license for a period of\_ N/A\_ 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.
- 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 511210, if the licensee elects to order such services. Title to the software shall remain with the Contractor.

## 8. UTILIZATION LIMITATIONS - (SIN 511210)

- 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:
  - (1) Title to and ownership of the software and documentation shall remain with the Contractor, unless otherwise specified.
  - (2) 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 a sharing basis where multiple agencies have joint projects that can be satisfied by the use of 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 Software 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 Software and documentation in connection with the user ordering activity's permitted use of the computer Software and documentation. For purposes of this section, all such permitted third parties shall be deemed agents of the user ordering activity.
  - (3) 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.
  - (4) The ordering activities 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 Software 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.

- (5) "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.

## **9. SOFTWARE CONVERSIONS - (SIN 511210) – NOT APPLICABLE**

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

## **10. 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.

## **11. RIGHT-TO-COPY PRICING**

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

## DESCRIPTION OF PRODUCT, SERVICES AND PRICING NiOS SOFTWARE LICENSE AND SUPPORT SPECIAL ITEM NUMBERS 511210, AND 517312

### Wired Services Offerings

TurningPoint offers clients the use of our Network Inventory and Optimization Solution (NiOS®) software (“NiOS” or “Software”) for a fixed monthly fee for wired services. Wired services include voice circuits, data circuits, satellite services, network equipment, and professional services that may be provided by suppliers under NiOS management. “NiOS” as used and referred to herein means Version 6.0 or greater. The amount of the fee is based upon the product packaging the client chooses, the Agency’s annual telecommunications expenditure, and the number Agency suppliers (and associated product catalogues). The monthly fee is inclusive of all costs associated with:

- Software licensing
- Software maintenance
- Core product software enhancements as generally provided by TurningPoint
- Tier 2/Tier 3 Help desk services; and
- Online user documentation

### **Product Packaging**

TurningPoint offers three (3) standard NiOS functional configuration; NiOS Telecommunications Lifecycle Management (TLM), NiOS Ordering and Inventory Management (OIM), or Telecommunications Expense Management (TEM). NiOS TLM provides full telecommunications lifecycle management (TLM) capabilities and an integrated supply chain that connects an Agency with its network and telecommunications suppliers. NiOS OIM enables an Agency to successfully manage its telecommunications inventory management and ordering processes. NiOS TEM provides telecommunications expense management service to ensure accurate supplier billing. Figure 1 below shows the comparison between TurningPoint’s TLM, TEM, and OIM offerings.

NiOS Modules	TLM Offering	TEM Offering	OIM Offering
<b>Inventory and Asset Management.</b> Inventory and asset management provides the ability to manage the full lifecycle of a telecommunications asset from initial ordering through disposition. Inventory and Asset Management provides an up-to-date data store of all telecommunications services and equipment a. Inventory and Asset Management is able to relate carrier provided services with service enabling devices.	Yes	Yes	Yes
<b>Contract Administration.</b> Contract Administration includes maintaining supplier product catalogues, CLINs, pricing, and contract terms, warranty periods, maintenance periods, and contract parameters that are used to monitor performance against service level agreements.	Yes	Yes	Yes
<b>Billing Verification and Validation.</b> Billing Verification and Validation provides electronic bill processing of carrier invoices and cost allocation to individual assets being managed within NiOS.	Yes	Yes	No
<b>Dispute Management.</b> Dispute Management provides the ability to generate and submit billing disputes to the service supplier for credit adjustment and the tracking of adjustments as they are adjudicated.	Yes	Yes	No
<b>Reporting.</b> NiOS Pre-defined reports and exports, Scheduled reports, and customer-defined reports.	Yes	Yes	Yes

NiOS Modules	TLM Offering	TEM Offering	OIM Offering
<b>Workflow Processing.</b> Workflow processing includes the ability to create, route, and submit service requests, RFQs, and service orders for processing. This functionality encompasses individual work queue lists, assignment, and decision based routing.	Yes	No	Yes
<b>Electronic Ordering.</b> Electronic Ordering provides the ability to convert telecommunications Service Requests into service orders that authorized Government officials can submit to their suppliers through a variety of electronic ordering mechanisms (for those carriers supporting electronic ordering). NiOS also supports electronic processing of FOC, SOC, SOCN, and other notices generated by carriers meeting the GSA electronic notification format.	Yes	No	Yes
<b>Transition Support.</b> Transition support provides the ability to generate transition orders and the coordinated disposition of refreshed services.	Yes	No	No

*Figure 1 NiOS Telecom Lifecycle Management – Offering Comparison – for WIRED SERVICES*

## NiOS Software Configuration Sizing – Base Configuration

The NiOS Base Configuration includes support for (up to) two network and telecommunications service contracts, two electronic supplier interfaces, and ten (10) different monthly invoice formats. Additional telecommunications services contracts, supplier interfaces, monthly bill formats, and monthly invoices can be acquired for an additional fee as listed in the NiOS Base Configuration Add-On Pricing table below.

## NiOS Software License and Support

TurningPoint’s Software License and Solution offering incorporates the following terms and conditions.

### NiOS License

Under the terms of the NiOS Software License and Support Agreement, TurningPoint will grant the End User a non-exclusive, worldwide, non-transferable NiOS license to install and use the Software on a single cluster of production computer systems (CPUs) owned or controlled by End User and used solely for support of End User’s organization or other Government Departments or Agencies. Under the terms of this License Grant, the Government may allow an outsourcer to use the licensed software solely to provide services on its behalf. This license includes the right for the End User to make and use a reasonable number of copies of the Software solely for archival, disaster recovery, fail-over and backup purposes. For purposes of the license to use the Software, the term “End User” shall be deemed to include the licensing Government Agency, outsourced staff, and contractors. There is no limit to the number of users that may access the NiOS Software other than may be imposed by limitations within the deployment hardware and third-party software.

### NiOS Software Enhancements and Maintenance

The End User will receive all updates, version releases, upgrades and enhancements to the licensed Software for updates that are not designated by Licensor as new products or modules for which it may charge a separate fee.

### Help Desk Support

TurningPoint will provide access to its NiOS Tier 2/Tier 3 Help Desk to report problems encountered in the end users’ use of the NiOS Software. The NiOS Help Desk operates from 8:00 AM to 5:00 PM EST/EDT, Monday through Friday excluding government holidays.

### Deployment Options

TurningPoint’s customers can choose to host the NIOS Application in their own Data Center, or utilize our cloud computing option.

Should the Agency desire to host the application, it will be responsible for providing all third-party Hardware, Software, and

communications infrastructure required to operate the NiOS Application. TurningPoint will support Agency FISMA Certification and Accreditation requirements under a professional services agreement.

Alternatively, an Agency may choose to have TurningPoint provide a cloud computing environment. Under the cloud computing option, TurningPoint will provide all third-party hardware, third-party software, and system administration support that NiOS needs to operate. The Agency will be responsible for establishing communications links to suppliers for e-bonding.

## **Professional Services**

TurningPoint offers a variety of professional services to ensure that our clients are able to achieve the highest return on their NiOS investment. These services are designed to get the product up and running quickly in an ideal operational environment.

## **NiOS Configuration and Data Loading**

TurningPoint provides professional services to ensure that our customers are able to fully benefit from the NIOS Managed Service offering. TurningPoint's Professional Services Team conducts a five-step process to individually configure the NIOS Application to each Customer and perform data loading:

- Configure NIOS with Customer-specific information such as employees, locations, hierarchy codes, and service definitions.
- Perform electronic data loading from electronic sources such as carrier web portals, carrier supplied customer service record information, carrier bills, internally maintained systems, and spreadsheets. The extent of this work is based on whether an existing source interface to the carrier currently exists, and the quality of any existing electronic or spreadsheet records.
- Perform data normalization and validation among various electronic sources and data augmentation.
- Define and configure the Customer-specific workflow, and functional and data roles.
- Perform billing reconciliation to create an initial inventory baseline.

The labor hours required for configuration depend on the quality of records, complexity of services, and customer-specific requirements.

## **Training**

TurningPoint offers role based training for end users, DARs/CORs, management, and any agency defined roles. Each class can be designed to train either the personnel that will be directly supporting the NiOS application or "Train the Trainer" classes that will enable a third-party to effectively train the NiOS users.

## **Continuity of Operations/Ordering Guide Development**

TurningPoint's continuity of operations – ordering guide development service will define the function and purpose, guiding standards and regulations, organizational structure, roles and responsibilities, business processes and resource requirements for the management of telecommunications services using NiOS under all operational scenarios. TurningPoint will review and document the "As Is" methodology for ordering services, identifying targets for process improvement, defining the "To Be" model to reflect NiOS functionality and document the new methodology in the CONOPS /Ordering Guide.

TurningPoint uses Rummler-Brache business process modeling technique to analyze the "As Is" telecom ordering processes. Under this process modeling technique, we will identify the departments, organizational entities or individuals who are active contributors to the process. Then we will overlay process steps sequentially in a swim lane fashion such that the owners of the activity are clearly identified along with the tools used to complete the step (manual or automated).

After receipt of approval for the "To Be" process model from the Agency, TurningPoint will complete and deliver the CONOPS Ordering Guide.

## **Customized Software Development and Integration**

TurningPoint offers two types of Software Development (and Integration) services. One service is incorporated within the NiOS Software License and Support Fee at no additional cost. To qualify for this no additional cost development option, enhancements must be formally included in TurningPoint's NiOS Product calendar and they will be made available to all

clients as requested. TurningPoint will also develop custom software to meet an Agency's specific requirements for an additional professional services fee that is determined based upon the individual requirement. Custom software will be developed to meet an Agency-specific requirement and will not be made available to other NiOS clients.

## **Invoice Loading**

TurningPoint will upload monthly invoices into NiOS, audit all charges and credits against the agency orders and inventory, and provide monthly reconciliation and spend reports as an optional service.

## **Invoice Processing**

TurningPoint will process carrier invoices on behalf of our Agency customers under an Agency Letter of Authorization. TurningPoint will ensure that accurate payments have been made and all appropriate adjustments have been recorded. Funds for paying the invoices are the responsibility of the Agency.

## **Dispute Processing**

TurningPoint will process billing disputes on behalf of the Agency under an Agency Agreement. TurningPoint personnel will identify billing errors and prepare dispute packages that will be reviewed and approved by agency personnel, and submitted to the carrier. TurningPoint personnel will negotiate dispute settlements in partnership with the Agency COTR and Contracting Officer and ensure that proper billing adjustments are made. TurningPoint will also maintain report logs that track the status of all billing discrepancies.

## **Pricing Tables – NiOS Wired Services**

The following tables provide NiOS fixed Managed Services Pricing based on annual telecom spend by contract term for Wired TLM, OIM and TEM offerings. NiOS add-on pricing is listed at the end of each offering.

## NiOS Wired Telecommunications Lifecycle Management (TLM) – Monthly Recurring Fee

Monthly Recurring Rate									
SIN	Manufacturer	Product Number	Annual Telecom Spend (\$M)	Retail Price	GSA Discount	Net	Proposed GSA Price w/IFF	Warranty	COO
NiOS Fixed Managed Services Pricing: Pricing based on Annual Telecom Spend									
511210	TurningPoint	TLM-1	1	\$1,250.00	\$62.50	\$1,187.50	\$1,196.47	Contract Length	US
511210	TurningPoint	TLM-2	2	\$2,500.00	\$125.00	\$2,375.00	\$2,392.95	Contract Length	US
511210	TurningPoint	TLM-3	3	\$3,750.00	\$187.50	\$3,562.50	\$3,589.42	Contract Length	US
511210	TurningPoint	TLM-4	4	\$5,000.00	\$250.00	\$4,750.00	\$4,785.89	Contract Length	US
511210	TurningPoint	TLM-5	5	\$6,250.00	\$312.50	\$5,937.50	\$5,982.37	Contract Length	US
511210	TurningPoint	TLM-6	6	\$7,500.00	\$375.00	\$7,125.00	\$7,178.84	Contract Length	US
511210	TurningPoint	TLM-7	7	\$8,750.00	\$437.50	\$8,312.50	\$8,375.31	Contract Length	US
511210	TurningPoint	TLM-8	8	\$10,000.00	\$500.00	\$9,500.00	\$9,571.79	Contract Length	US
511210	TurningPoint	TLM-9	9	\$11,250.00	\$562.50	\$10,687.50	\$10,768.26	Contract Length	US
511210	TurningPoint	TLM-10	10	\$12,500.00	\$625.00	\$11,875.00	\$11,964.74	Contract Length	US
511210	TurningPoint	TLM-11	11	\$12,833.33	\$641.67	\$12,191.67	\$12,283.80	Contract Length	US
511210	TurningPoint	TLM-12	12	\$14,000.00	\$700.00	\$13,300.00	\$13,400.50	Contract Length	US
511210	TurningPoint	TLM-13	13	\$15,166.67	\$758.33	\$14,408.33	\$14,517.21	Contract Length	US
511210	TurningPoint	TLM-14	14	\$16,333.33	\$816.67	\$15,516.67	\$15,633.92	Contract Length	US
511210	TurningPoint	TLM-15	15	\$17,500.00	\$875.00	\$16,625.00	\$16,750.63	Contract Length	US
511210	TurningPoint	TLM-20	20	\$23,333.33	\$1,166.67	\$22,166.67	\$22,334.17	Contract Length	US
511210	TurningPoint	TLM-25	25	\$27,083.33	\$1,354.17	\$25,729.17	\$25,923.59	Contract Length	US
511210	TurningPoint	TLM-30	30	\$32,500.00	\$1,625.00	\$30,875.00	\$31,108.31	Contract Length	US
511210	TurningPoint	TLM-35	35	\$37,916.67	\$1,895.83	\$36,020.83	\$36,293.03	Contract Length	US
511210	TurningPoint	TLM-40	40	\$43,333.33	\$2,166.67	\$41,166.67	\$41,477.75	Contract Length	US
511210	TurningPoint	TLM-45	45	\$48,750.00	\$2,437.50	\$46,312.50	\$46,662.47	Contract Length	US
511210	TurningPoint	TLM-50	50	\$54,166.67	\$2,708.33	\$51,458.33	\$51,847.19	Contract Length	US
511210	TurningPoint	TLM-60	60	\$55,000.00	\$2,750.00	\$52,250.00	\$52,644.84	Contract Length	US

511210	TurningPoint	TLM-70	70	\$64,166.67	\$3,208.33	\$60,958.33	\$61,418.98	Contract Length	US
511210	TurningPoint	TLM-80	80	\$73,333.33	\$3,666.67	\$69,666.67	\$70,193.12	Contract Length	US
511210	TurningPoint	TLM-90	90	\$82,500.00	\$4,125.00	\$78,375.00	\$78,967.25	Contract Length	US
511210	TurningPoint	TLM-100	100	\$91,666.67	\$4,583.33	\$87,083.33	\$87,741.39	Contract Length	US
511210	TurningPoint	TLM-120	120	\$100,000.00	\$5,000.00	\$95,000.00	\$95,717.88	Contract Length	US
511210	TurningPoint	TLM-140	140	\$116,666.67	\$5,833.33	\$110,833.33	\$111,670.86	Contract Length	US
511210	TurningPoint	TLM-160	160	\$133,333.33	\$6,666.67	\$126,666.67	\$127,623.85	Contract Length	US
511210	TurningPoint	TLM-180	180	\$150,000.00	\$7,500.00	\$142,500.00	\$143,576.83	Contract Length	US
511210	TurningPoint	TLM-200	200	\$166,666.67	\$8,333.33	\$158,333.33	\$159,529.81	Contract Length	US
511210	TurningPoint	TLM-250	250	\$187,500.00	\$9,375.00	\$178,125.00	\$179,471.03	Contract Length	US
511210	TurningPoint	TLM-300	300	\$225,000.00	\$11,250.00	\$213,750.00	\$215,365.24	Contract Length	US

Base Configuration Add-Ons									
Annual Recurring Rate									
Item	Manufacturer	Product Number	Description	Retail Price	GSA Discount	Net	Proposed GSA Price w/IFF	Warranty	COO
Add On Cost									
511210	TurningPoint	TLM-PC	Each Addi	\$1,020.00	\$20.40	\$999.60	\$1,007.15	Contract Length	US
511210	TurningPoint	TLM-INT	Each Addi	\$7,650.00	\$153.00	\$7,497.00	\$7,553.65	Contract Length	US

## NiOS Wired Order and Inventory Management Solution (OIM) – Monthly Recurring Fee

Monthly Recurring Rate									
SIN	Manufacturer	Product Number	Annual Telecom Spend (\$M)	Retail Price	GSA Discount	Net	Proposed GSA Price w/IFF	Warranty	COO
NiOS Fixed Managed Services Pricing: Pricing based on Annual Telecom Spend									
511210									
517312	TurningPoint	OIM-1	1	\$750.00	\$37.50	\$712.50	\$717.88	Contract Length	US
511210									
517312	TurningPoint	OIM-2	2	\$1,500.00	\$75.00	\$1,425.00	\$1,435.77	Contract Length	US
511210									
517312	TurningPoint	OIM-3	3	\$2,250.00	\$112.50	\$2,137.50	\$2,153.65	Contract Length	US
511210									
517312	TurningPoint	OIM-4	4	\$3,000.00	\$150.00	\$2,850.00	\$2,871.54	Contract Length	US
511210									
517312	TurningPoint	OIM-5	5	\$3,750.00	\$187.50	\$3,562.50	\$3,589.42	Contract Length	US
511210									
517312	TurningPoint	OIM-6	6	\$4,500.00	\$225.00	\$4,275.00	\$4,307.30	Contract Length	US
511210									
517312	TurningPoint	OIM-7	7	\$5,250.00	\$262.50	\$4,987.50	\$5,025.19	Contract Length	US
511210									
517312	TurningPoint	OIM-8	8	\$6,000.00	\$300.00	\$5,700.00	\$5,743.07	Contract Length	US
511210									
517312	TurningPoint	OIM-9	9	\$6,750.00	\$337.50	\$6,412.50	\$6,460.96	Contract Length	US
511210									
517312	TurningPoint	OIM-10	10	\$7,500.00	\$375.00	\$7,125.00	\$7,178.84	Contract Length	US
511210									
517312	TurningPoint	OIM-11	11	\$8,250.00	\$412.50	\$7,837.50	\$7,896.73	Contract Length	US
511210									
517312	TurningPoint	OIM-12	12	\$9,000.00	\$450.00	\$8,550.00	\$8,614.61	Contract Length	US
511210									
517312	TurningPoint	OIM-13	13	\$9,750.00	\$487.50	\$9,262.50	\$9,332.49	Contract Length	US
511210									
517312	TurningPoint	OIM-14	14	\$10,500.00	\$525.00	\$9,975.00	\$10,050.38	Contract Length	US
511210									
517312	TurningPoint	OIM-15	15	\$11,250.00	\$562.50	\$10,687.50	\$10,768.26	Contract Length	US
511210									
517312	TurningPoint	OIM-20	20	\$15,000.00	\$750.00	\$14,250.00	\$14,357.68	Contract Length	US
511210									
517312	TurningPoint	OIM-25	25	\$17,500.00	\$875.00	\$16,625.00	\$16,750.63	Contract Length	US
511210									
517312	TurningPoint	OIM-30	30	\$21,000.00	\$1,050.00	\$19,950.00	\$20,100.76	Contract Length	US
511210									
517312	TurningPoint	OIM-35	35	\$24,500.00	\$1,225.00	\$23,275.00	\$23,450.88	Contract Length	US
511210									
517312	TurningPoint	OIM-40	40	\$28,000.00	\$1,400.00	\$26,600.00	\$26,801.01	Contract Length	US
511210									
517312	TurningPoint	OIM-45	45	\$31,500.00	\$1,575.00	\$29,925.00	\$30,151.13	Contract Length	US
511210									
517312	TurningPoint	OIM-50	50	\$35,000.00	\$1,750.00	\$33,250.00	\$33,501.26	Contract Length	US
511210									
517312	TurningPoint	OIM-60	60	\$39,000.00	\$1,950.00	\$37,050.00	\$37,329.97	Contract Length	US

511210	TurningPoint	OIM-70	70	\$45,500.00	\$2,275.00	\$43,225.00	\$43,551.64	Contract Length	US
511210	TurningPoint	OIM-80	80	\$52,000.00	\$2,600.00	\$49,400.00	\$49,773.30	Contract Length	US
511210	TurningPoint	OIM-90	90	\$58,500.00	\$2,925.00	\$55,575.00	\$55,994.96	Contract Length	US
511210	TurningPoint	OIM-100	100	\$65,000.00	\$3,250.00	\$61,750.00	\$62,216.62	Contract Length	US
511210	TurningPoint	OIM-120	120	\$66,000.00	\$3,300.00	\$62,700.00	\$63,173.80	Contract Length	US
511210	TurningPoint	OIM-140	140	\$77,000.00	\$3,850.00	\$73,150.00	\$73,702.77	Contract Length	US
511210	TurningPoint	OIM-160	160	\$88,000.00	\$4,400.00	\$83,600.00	\$84,231.74	Contract Length	US
511210	TurningPoint	OIM-180	180	\$99,000.00	\$4,950.00	\$94,050.00	\$94,760.71	Contract Length	US
511210	TurningPoint	OIM-200	200	\$110,000.00	\$5,500.00	\$104,500.00	\$105,289.67	Contract Length	US
511210	TurningPoint	OIM-250	250	\$137,500.00	\$6,875.00	\$130,625.00	\$131,612.09	Contract Length	US
511210	TurningPoint	OIM-300	300	\$165,000.00	\$8,250.00	\$156,750.00	\$157,934.51	Contract Length	US

Base Configuration Add-Ons									
Annual Recurring Rate									
Item	Manufacturer	Product Number	Description	Retail Price	GSA Discount	Net	Proposed GSA Price w/IFF	Warranty	COO
Add On Cost									
511210	TurningPoint	OIM-PC	Each Addi	\$1,020.00	\$20.40	\$999.60	\$1,007.15	Contract Length	US
511210	TurningPoint	OIM-INT	Each Addi	\$7,650.00	\$153.00	\$7,497.00	\$7,553.65	Contract Length	US

## NiOS Wired Telecom Expense Management Solution (TEM) – Monthly Recurring Fee

Monthly Recurring Rate									
SIN	Manufacturer	Product Number	Annual Telecom Spend (\$M)	Retail Price	GSA Discount	Net	Proposed GSA Price w/IFF	Warranty	COO
NiOS Fixed Managed Services Pricing: Pricing based on Annual Telecom Spend									
511210	TurningPoint	TEM-1	1	\$750.00	\$37.50	\$712.50	\$717.88	Contract Length	US
511210	TurningPoint	TEM-2	2	\$1,500.00	\$75.00	\$1,425.00	\$1,435.77	Contract Length	US
511210	TurningPoint	TEM-3	3	\$2,250.00	\$112.50	\$2,137.50	\$2,153.65	Contract Length	US
511210	TurningPoint	TEM-4	4	\$3,000.00	\$150.00	\$2,850.00	\$2,871.54	Contract Length	US
511210	TurningPoint	TEM-5	5	\$3,750.00	\$187.50	\$3,562.50	\$3,589.42	Contract Length	US
511210	TurningPoint	TEM-6	6	\$4,500.00	\$225.00	\$4,275.00	\$4,307.30	Contract Length	US
511210	TurningPoint	TEM-7	7	\$5,250.00	\$262.50	\$4,987.50	\$5,025.19	Contract Length	US
511210	TurningPoint	TEM-8	8	\$6,000.00	\$300.00	\$5,700.00	\$5,743.07	Contract Length	US
511210	TurningPoint	TEM-9	9	\$6,750.00	\$337.50	\$6,412.50	\$6,460.96	Contract Length	US
511210	TurningPoint	TEM-10	10	\$7,500.00	\$375.00	\$7,125.00	\$7,178.84	Contract Length	US
511210	TurningPoint	TEM-11	11	\$8,250.00	\$412.50	\$7,837.50	\$7,896.73	Contract Length	US
511210	TurningPoint	TEM-12	12	\$9,000.00	\$450.00	\$8,550.00	\$8,614.61	Contract Length	US
511210	TurningPoint	TEM-13	13	\$9,750.00	\$487.50	\$9,262.50	\$9,332.49	Contract Length	US
511210	TurningPoint	TEM-14	14	\$10,500.00	\$525.00	\$9,975.00	\$10,050.38	Contract Length	US
511210	TurningPoint	TEM-15	15	\$11,250.00	\$562.50	\$10,687.50	\$10,768.26	Contract Length	US
511210	TurningPoint	TEM-20	20	\$15,000.00	\$750.00	\$14,250.00	\$14,357.68	Contract Length	US
511210	TurningPoint	TEM-25	25	\$17,500.00	\$875.00	\$16,625.00	\$16,750.63	Contract Length	US
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511210	TurningPoint	TEM-40	40	\$28,000.00	\$1,400.00	\$26,600.00	\$26,801.01	Contract Length	US
511210	TurningPoint	TLM-45	45	\$31,500.00	\$1,575.00	\$29,925.00	\$30,151.13	Contract Length	US
511210	TurningPoint	TEM-50	50	\$35,000.00	\$1,750.00	\$33,250.00	\$33,501.26	Contract Length	US

511210	TurningPoint	TEM-60	60	\$39,000.00	\$1,950.00	\$37,050.00	\$37,329.97	Contract Length	US
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511210	TurningPoint	TEM-80	80	\$52,000.00	\$2,600.00	\$49,400.00	\$49,773.30	Contract Length	US
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Base Configuration Add-Ons									
Annual Recurring Rate									
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## **Additional Services Offerings not included in Wired Services**

### **Additional Professional Services**

TurningPoint offers additional professional services that are not included in Wired Services as separately-priced items under SIN 511210. These services include a variety of professional services to ensure that our clients are able to achieve the highest return on their NiOS investment. These services are designed to get the product up and running quickly in an ideal operational environment.

### **NiOS Configuration and Data Loading**

TurningPoint provides professional services to ensure that our customers are able to fully benefit from the NIOS Managed Service offering. TurningPoint's Professional Services Team conducts a five-step process to individually configure the NIOS Application to each Customer and perform data loading:

- Configure NIOS with Customer-specific information such as employees, locations, hierarchy codes, and service definitions.
- Perform electronic data loading from electronic sources such as carrier web portals, carrier supplied customer service record information, carrier bills, internally maintained systems, and spreadsheets. The extent of this work is based on whether an existing source interface to the carrier currently exists, and the quality of any existing electronic or spreadsheet records.
- Perform data normalization and validation among various electronic sources and data augmentation.
- Define and configure the Customer-specific workflow, and functional and data roles.
- Perform billing reconciliation to create an initial inventory baseline.

The labor hours required for configuration depend on the quality of records, complexity of services, and customer-specific requirements.

### **Training**

TurningPoint offers role based training for end users, Mobile POCs, management, and any agency defined roles. Each class can be designed to train either the personnel that will be directly supporting the NiOS application or "Train the Trainer" classes that will enable a third-party to effectively train the NiOS users. Continuity of Operations/Ordering Guide Development.

### **Continuity of Operations/Ordering Guide Development**

TurningPoint's continuity of operations – ordering guide development service will define the function and purpose, guiding standards and regulations, organizational structure, roles and responsibilities, business processes and resource requirements for the management of telecommunications services using NiOS under all operational scenarios. TurningPoint will review and document the "As Is" methodology for ordering services, identifying targets for process improvement, defining the "To Be" model to reflect NiOS functionality and document the new methodology in the CONOPS /Ordering Guide.

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After receipt of approval for the "To Be" process model from the Agency, TurningPoint will complete and deliver the CONOPS Ordering Guide.

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## **Invoice Loading**

TurningPoint will upload monthly invoices into NiOS, audit all charges and credits against the agency orders and inventory, and provide monthly reconciliation and spend reports as an optional service.

## **Invoice Processing**

TurningPoint will process carrier invoices on behalf of our Agency customers under an Agency Letter of Authorization. TurningPoint will ensure that accurate payments have been made for and all appropriate adjustments have been recorded. Funds for paying the invoices are the responsibility of the Agency.

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TurningPoint will process billing disputes on behalf of the Agency under an Agency Agreement. TurningPoint personnel will identify billing errors and prepare dispute packages that will be reviewed and approved by agency personnel, and submitted to the carrier. TurningPoint personnel will negotiate dispute settlements in partnership with the Agency COTR and Contracting Officer and ensure that proper billing adjustments are made. TurningPoint will also maintain report logs that track the status of all billing discrepancies.

## **Invoice Payment Services**

TurningPoint provides invoice payment services and delivers supporting documentation to the agency for review. Payment for carrier invoices are prepared with NiOS generating a monthly consolidated invoice presentation across carriers for each of the agency components, along with documented approvals. For verification and archival purposes, all invoice information is retained within NiOS for review and reporting purposes.

## **Mobile Device Management (MDM) Administration**

Through TurningPoint's partners, we offer a comprehensive solution for Mobile Device Management (MDM), including support for wireless security, deployments, and administration. Our solution utilizes a combination of NiOS, Enterprise Mobility Management (EMM) Suite solutions, and MDM software to cover the full breadth of an agency's MDM administration needs. The TurningPoint team also brings consulting and technical expertise across a broad base of mobile security policies in the face of rapidly changing threat profiles, market demands, and technology options.

## **Device Disposal and Disposition Services**

TurningPoint supports wireless device disposal and disposition services. Devices are categorized, based on agreed upon criteria, with the appropriate disposition denoted in the NiOS inventory. For defective devices not under warranty or disposable devices, an evaluation is performed for recycling or secure disposal upon receipt of device. Devices determined as recyclable are recycled in accordance with the National Strategy for Electronics Stewardship (NSES). For those determined as disposable, TurningPoint offers secure disposal services. As part of this service, we also offer Refurbished devices for those agencies looking at that option for cost containment.

## **Device Logistics and Spares Pool Management Services**

TurningPoint manages complete mobile services and device ordering and delivery processes using our service desk, logistics infrastructure, and the NiOS application. We use standardized processes for managing and optimizing inventory and coordinating an on-site spares pool to facilitate rapid order fulfillment. In coordination with specific wireless providers, TurningPoint establishes an advanced pool of seed stock inventory at its logistics center for rapid fulfillment of orders, to quickly replenish the spares pool, or to provide rapid responses to immediate requests. Our service desk manages and coordinates all activity and steps involved in the order and order fulfillment process in accordance with all potential Services Level Agreements (SLAs).

## **Tier 1 Help Desk Services**

TurningPoint provides help desk services, including ordering, billing, and troubleshooting support for an agency's wireline and/or wireless portfolio. Our core help desk capabilities and implementation approach draw on more than 15 years of experience providing telecom-related support desk services for federal agencies and commercial telecom carriers. In consultation with agency personnel, TurningPoint creates a custom service response "playbook" that includes detailed inventory information, processes for ticket screening and triaging, suggested resolutions, a decision tree, escalation procedures, and answers to FAQs. In addition, our service desk support includes both standard and extended hour help desk services.

## **Surge Support for Technology Upgrades or Contract Transitions**

TurningPoint manages tech upgrade and contract transitions surges by ensuring close collaboration between the agencies, carriers, and help desk. As tech upgrades and contract transitions timeframes are determined, the TurningPoint team can assess the impacts to inventory and billing. Using the NiOS robust inventory and reporting capabilities, the team can forecast resources required to manage surges due to technology upgrades or contract transitions. From a support perspective, policies and procedures are established to manage the anticipated surges.

## **NiOS Wireless Management Service Pricing**

TurningPoint offers wireless managed services clients the use of our NiOS software for a fixed monthly fee. Wireless managed services include services relating to cellphones, smartphones, cellular-enabled tablets, mobile radios, adjunct equipment, and other applications and services provided by wireless suppliers. “NiOS” as used and referred to herein means Version 6.0 or greater. The amount of the fee is based on the highest number of wireless devices being managed within the NiOS solution in any given month. The monthly fee is inclusive of all costs associated with:

- Software licensing
- Software maintenance
- Core product software enhancements as generally provided by TurningPoint
- Tier 2/Tier 3 Help desk services; and
- Online user documentation

TurningPoint’s Software License and Solution offering incorporates the following terms and conditions.

### **NiOS License**

Under the terms of the NiOS Software License and Support Agreement, TurningPoint will grant the End User a non-exclusive, worldwide, non-transferable NiOS license to install and use the Software on a single cluster of production computer systems (CPUs) owned or controlled by End User and used solely for support of End User’s organization or other Government Departments or Agencies. Under the terms of this License Grant, the Government may allow an outsourcer to use the licensed software solely to provide services on its behalf. This license includes the right for the End User to make and use a reasonable number of copies of the Software solely for archival, disaster recovery, fail-over and backup purposes. For purposes of the license to use the Software, the term “End User” shall be deemed to include the licensing Government Agency, outsourced staff, and contractors. There is no limit to the number of users that may access the NiOS Software other than may be imposed by limitations within the deployment hardware and third-party software.

### **NiOS Software Enhancements and Maintenance**

The End User will receive all updates, version releases, upgrades and enhancements to the licensed Software for updates that are not designated by Licensor as new products or modules for which it may charge a separate fee.

### **Help Desk Support**

TurningPoint will provide access to its NiOS Tier 2/Tier 3 Help Desk to report problems encountered in the end users’ use of the NiOS Software. The NiOS Help Desk operates from 8:00 AM to 5:00 PM EST/EDT, Monday through Friday excluding government holidays.

### **NiOS Deployment Options**

TurningPoint’s customers can choose to host the NiOS Application on their own, or utilize our cloud computing option.

Should the Agency desire to host the application, it will be responsible for providing all third-party Hardware, Software, and communications infrastructure required to operate the NiOS Application. TurningPoint will support Agency FISMA Certification and Accreditation requirements under a professional services agreement.

Alternatively, an Agency may choose to have TurningPoint host the NiOS application in a high availability environment for an additional fee. For this fee, TurningPoint will provide all third-party hardware, third-party software, and system administration support that NiOS needs to operate. The Agency will be responsible for the communication infrastructure necessary to operate the NiOS Software. This communication infrastructure includes secure access to the Agency’s internal network and communications links to suppliers for e-bonding.

Monthly Recurring Rate - Per Wireless Device									
SIN	Manufacturer	Product Number	Devices Under Management	Retail Price	GSA Discount	Net	Proposed GSA Price w/IFF	Warranty	COO
<b>NiOS Wireless Expense Management based upon Number of Mobile Devices</b>									
<b>Monthly License Fee Per Device</b>									
<i>TurningPoint provides a monthly license to use the NiOS Software for managing and Agencies wireless assets. The License includes all software capabilities subject to the license terms but is limited to an Agency's wireless assets. NiOS User help desk support, software maintenance, and software development support is provided as part of the monthly license fee. No other professional services are incorporated in the terms of the License</i>									
511210									
517312	TurningPoint	WTEM-50000	1 - 50,000 lines	\$4.23	\$0.08	\$4.15	\$4.18	Contract Length	US
511210									
517312	TurningPoint	WTEM-100,000	50,001 - 100,000 lines	\$4.11	\$0.08	\$4.03	\$4.06	Contract Length	US
511210									
517312	TurningPoint	WTEM-120000	100,001 - 200,000 lines	\$3.93	\$0.08	\$3.85	\$3.88	Contract Length	US

## CLIN 2 Ordering and Procurement Services

CLIN 2 provides the following NiOS Wireless Solution services priced by wireless device. CLIN 2 must be ordered in conjunction with CLIN WTEM services.

Included in the fee for CLIN 2 are the following services:

- Program and project management
- Contract benchmarking, negotiation, and management
- Contract rate plan and feature plan optimization and consolidation
- Billing audit and reconciliation Build, maintain, and view service and equipment inventory
- Device Catalog and procurement support for wireless services
- Dispute Management and Recovery Service
- Consolidation Invoice Presentation

Tier 2 and Tier 3 help desk support M-F between the hours of 8:00 a.m. – 5:00 p.m. (Eastern) to assist customers and telecommunications managers in ordering/procuring wireless services or using the NiOS solution.

Monthly Recurring Rate - Per Wireless Device									
SIN	Manufacturer	Product Number	Devices Under Management	Retail Price (1 Year Term)	GSA Discount	Net	Proposed GSA Price w/IFF (1 Year Term)	Warranty	COO
<b>NiOS Wireless Expense Management based upon Number of Mobile Devices</b>									
<b>CLIN 2</b>									
<i>CLIN 2 provides NiOS Wireless Solution services priced per device and must be ordered in conjunction with CLIN WTEM services. The per device price includes:</i>									
<ul style="list-style-type: none"> <li>• Program and project management</li> <li>• Contract benchmarking, negotiation, and management</li> <li>• Contract rate plan and feature plan optimization and consolidation</li> <li>• Billing audit and reconciliation</li> <li>• Build, maintain, and view service and equipment inventory</li> <li>• Device Catalog and procurement support for wireless services</li> <li>• Dispute Management and Recovery Service</li> <li>• Consolidation Invoice Presentation</li> </ul>									
511210									
517312	TurningPoint	CLIN2	Price Per Device	\$3.10	\$0.16	\$2.95	\$2.97	Contract Length	US

## **Additional Services Offerings not included in CLIN 2**

### **Additional Professional Services**

TurningPoint offers additional professional services that are not included in CLIN2 as separately-priced items under SIN 517312. These services include a variety of professional services to ensure that our clients are able to achieve the highest return on their NiOS investment. These services are designed to get the product up and running quickly in an ideal operational environment.

### **NiOS Configuration and Data Loading**

TurningPoint provides professional services to ensure that our customers are able to fully benefit from the NIOS Managed Service offering. TurningPoint's Professional Services Team conducts a five-step process to individually configure the NIOS Application to each Customer and perform data loading:

- Configure NIOS with Customer-specific information such as employees, locations, hierarchy codes, and service definitions.
- Perform electronic data loading from electronic sources such as carrier web portals, carrier supplied customer service record information, carrier bills, internally maintained systems, and spreadsheets. The extent of this work is based on whether an existing source interface to the carrier currently exists, and the quality of any existing electronic or spreadsheet records.
- Perform data normalization and validation among various electronic sources and data augmentation.
- Define and configure the Customer-specific workflow, and functional and data roles.
- Perform billing reconciliation to create an initial inventory baseline.

The labor hours required for configuration depend on the quality of records, complexity of services, and customer-specific requirements.

### **Training**

TurningPoint offers role based training for end users, Mobile POCs, management, and any agency defined roles. Each class can be designed to train either the personnel that will be directly supporting the NiOS application or "Train the Trainer" classes that will enable a third-party to effectively train the NiOS users. Continuity of Operations/Ordering Guide Development.

### **Continuity of Operations/Ordering Guide Development**

TurningPoint's continuity of operations – ordering guide development service will define the function and purpose, guiding standards and regulations, organizational structure, roles and responsibilities, business processes and resource requirements for the management of telecommunications services using NiOS under all operational scenarios. TurningPoint will review and document the "As Is" methodology for ordering services, identifying targets for process improvement, defining the "To Be" model to reflect NiOS functionality and document the new methodology in the CONOPS /Ordering Guide.

TurningPoint uses Rummler-Brache business process modeling technique to analyze the "As Is" telecom ordering processes. Under this process modeling technique, we will identify the departments, organizational entities or individuals who are active contributors to the process. Then we will overlay process steps sequentially in a swim lane fashion such that the owners of the activity are clearly identified along with the tools used to complete the step (manual or automated).

After receipt of approval for the "To Be" process model from the Agency, TurningPoint will complete and deliver the CONOPS Ordering Guide.

### **Customized Software Development and Integration**

TurningPoint offers two types of Software Development (and Integration) services. One service is incorporated within the NiOS Software License and Support Fee at no additional cost. To qualify for this no additional cost development option, enhancements must be

formally included in TurningPoint's NiOS Product calendar and they will be made available to all clients as requested. TurningPoint will also develop custom software to meet an Agency's specific requirements for an additional professional services fee that is determined based upon the individual requirement. Custom software will be developed to meet an Agency-specific requirement and will not be made available to other NiOS clients.

## **Invoice Loading**

TurningPoint will upload monthly invoices into NiOS, audit all charges and credits against the agency orders and inventory, and provide monthly reconciliation and spend reports as an optional service.

## **Invoice Processing**

TurningPoint will process carrier invoices on behalf of our Agency customers under an Agency Letter of Authorization. TurningPoint will ensure that accurate payments have been made for and all appropriate adjustments have been recorded. Funds for paying the invoices are the responsibility of the Agency.

## **Dispute Processing**

TurningPoint will process billing disputes on behalf of the Agency under an Agency Agreement. TurningPoint personnel will identify billing errors and prepare dispute packages that will be reviewed and approved by agency personnel, and submitted to the carrier. TurningPoint personnel will negotiate dispute settlements in partnership with the Agency COTR and Contracting Officer and ensure that proper billing adjustments are made. TurningPoint will also maintain report logs that track the status of all billing discrepancies.

## **Invoice Payment Services**

TurningPoint provides invoice payment services and delivers supporting documentation to the agency for review. Payment for carrier invoices are prepared with NiOS generating a monthly consolidated invoice presentation across carriers for each of the agency components, along with documented approvals. For verification and archival purposes, all invoice information is retained within NiOS for review and reporting purposes.

## **Mobile Device Management (MDM) Administration**

Through TurningPoint's partners, we offer a comprehensive solution for Mobile Device Management (MDM), including support for wireless security, deployments, and administration. Our solution utilizes a combination of NiOS, Enterprise Mobility Management (EMM) Suite solutions, and MDM software to cover the full breadth of an agency's MDM administration needs. The TurningPoint team also brings consulting and technical expertise across a broad base of mobile security policies in the face of rapidly changing threat profiles, market demands, and technology options.

## **Device Disposal and Disposition Services**

TurningPoint supports wireless device disposal and disposition services. Devices are categorized, based on agreed upon criteria, with the appropriate disposition denoted in the NiOS inventory. For defective devices not under warranty or disposable devices, an evaluation is performed for recycling or secure disposal upon receipt of device. Devices determined as recyclable are recycled in accordance with the National Strategy for Electronics Stewardship (NSES). For those determined as disposable, TurningPoint offers secure disposal services. As part of this service, we also offer Refurbished devices for those agencies looking at that option for cost containment.

## **Device Logistics and Spares Pool Management Services**

TurningPoint manages complete mobile services and device ordering and delivery processes using our service desk, logistics infrastructure, and the NiOS application. We use standardized processes for managing and optimizing inventory and coordinating an on-site spares pool to facilitate rapid order fulfillment. In coordination with specific wireless providers, TurningPoint establishes an advanced pool of seed stock inventory at its logistics center for rapid fulfillment of orders, to quickly replenish the spares pool, or to provide rapid responses to immediate requests. Our service desk manages and coordinates all activity and steps involved in the order and order fulfillment process in accordance with all potential Services Level Agreements (SLAs).

## **Tier 1 Help Desk Services**

TurningPoint provides help desk services, including ordering, billing, and troubleshooting support for an agency's wireline and/or wireless portfolio. Our core help desk capabilities and implementation approach draw on more than 15 years of experience providing telecom-related support desk services for federal agencies and commercial telecom carriers. In consultation with agency personnel, TurningPoint creates a custom service response "playbook" that includes detailed inventory information, processes for ticket screening and triaging, suggested resolutions, a decision tree, escalation procedures, and answers to FAQs. In addition, our service desk support includes both standard and extended hour help desk services.

## **Surge Support for Technology Upgrades or Contract Transitions**

TurningPoint manages tech upgrade and contract transitions surges by ensuring close collaboration between the agencies, carriers, and help desk. As tech upgrades and contract transitions timeframes are determined, the TurningPoint team can assess the impacts to inventory and billing. Using the NiOS robust inventory and reporting capabilities, the team can forecast resources required to manage surges due to technology upgrades or contract transitions. From a support perspective, policies and procedures are established to manage the anticipated surges.

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## USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS

### PREAMBLE

TurningPoint Global Solutions provides commercial products and services to ordering activities. We are committed to promoting participation of small, small disadvantaged and women-owned small businesses in our contracts. We pledge to provide opportunities to the small business community through reselling opportunities, mentor-protégé programs, joint ventures, teaming arrangements, and subcontracting.

### COMMITMENT

To actively seek and partner with small businesses.

To identify, qualify, mentor and develop small, small disadvantaged and women-owned small businesses by purchasing from these businesses whenever practical.

To develop and promote company policy initiatives that demonstrate our support for awarding contracts and subcontracts to small business concerns.

To undertake significant efforts to determine the potential of small, small disadvantaged and women-owned small business to supply products and services to our company.

To insure procurement opportunities are designed to permit the maximum possible participation of small, small disadvantaged, and women-owned small businesses.

To attend business opportunity workshops, minority business enterprise seminars, trade fairs, procurement conferences, etc., to identify and increase small businesses with whom to partner.

To publicize in our marketing publications our interest in meeting small businesses that may be interested in subcontracting opportunities.

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in ordering activity contracts. To accelerate potential opportunities please contact:

**Bangalore S. Shivacharan, CEO**

**Turning Point Global Solutions, L.L.C.**

**2273 Research Blvd. Suite 400 Rockville, MD 20850**

**Phone: (301) 795-1655**

**Fax: (301) 990-9374**

**[Bangalore@tpgsi.com](mailto:Bangalore@tpgsi.com)**

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## BEST VALUE BLANKET PURCHASE AGREEMENT FEDERAL SUPPLY SCHEDULE

(Insert Customer Name)

In the spirit of the Federal Acquisition Streamlining Act (ordering activity) and **Turning Point Global Solutions, L.L.C.** enter into a cooperative agreement to further reduce the administrative costs of acquiring commercial items from the General Services Administration (GSA) Federal Supply Schedule Contract(s)\_\_\_\_\_.

Federal Supply Schedule contract BPAs eliminate contracting and open market costs such as: search for sources; the development of technical documents, solicitations and the evaluation of offers. Teaming Arrangements are permitted with Federal Supply Schedule Contractors in accordance with Federal Acquisition Regulation (FAR) 9.6.

This BPA will further decrease costs, reduce paperwork, and save time by eliminating the need for repetitive, individual purchases from the schedule contract. The end result is to create a purchasing mechanism for the ordering activity that works better and costs less.

Signatures

\_\_\_\_\_  
Ordering Activity

\_\_\_\_\_  
Date

\_\_\_\_\_  
Turning Point Global Solutions, L.L.C.

\_\_\_\_\_  
Date

BPA NUMBER \_\_\_\_\_

(CUSTOMER NAME)

## BLANKET PURCHASE AGREEMENT

Pursuant to GSA Federal Supply Schedule Contract Number(s) \_\_\_\_\_, Blanket Purchase Agreements, the Contractor agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH (ordering activity):

- (1) The following contract items can be ordered under this BPA. All orders placed against this BPA are subject to the terms and conditions of the contract, except as noted below:

MODEL NUMBER/PART NUMBER	*SPECIAL BPA DISCOUNT/PRICE
_____	_____
_____	_____
_____	_____

- (2) Delivery:

DESTINATION	DELIVERY SCHEDULES / DATES
_____	_____
_____	_____
_____	_____

- (3) The ordering activity estimates, but does not guarantee, that the volume of purchases through this agreement will be \_\_\_\_\_

- (4) This BPA does not obligate any funds.

- (5) This BPA expires on \_\_\_\_\_ or at the end of the contract period, whichever is earlier.

- (6) The following office(s) is hereby authorized to place orders under this BPA:

OFFICE	POINT OF CONTACT
_____	_____
_____	_____
_____	_____

- (7) Orders will be placed against this BPA via Electronic Data Interchange (EDI), FAX, or paper.

- (8) Unless otherwise agreed to, all deliveries under this BPA must be accompanied by delivery tickets or sales slips that must contain the following information as a minimum:

- (a) Name of Contractor;
- (b) Contract Number;
- (c) BPA Number;
- (d) Model Number or National Stock Number (NSN);
- (e) Purchase Order Number;
- (f) Date of Purchase;
- (g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when

incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and

- (h) Date of Shipment.
- (9) The requirements of a proper invoice are specified in the Federal Supply Schedule contract. Invoices will be submitted to the address specified within the purchase order transmission issued against this BPA.
- (10) The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of this BPA and the Contractor's invoice, the provisions of this BPA will take precedence.

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## **BASIC GUIDELINES FOR USING “CONTRACTOR TEAM ARRANGEMENTS”**

Federal Supply Schedule Contractors may use “Contractor Team Arrangements” (see FAR 9.6) to provide solutions when responding to a ordering activity requirements.

These Team Arrangements can be included under a Blanket Purchase Agreement (BPA). BPAs are permitted under all Federal Supply Schedule contracts.

Orders under a Team Arrangement are subject to terms and conditions of the Federal Supply Schedule Contract. Participation in a Team Arrangement is limited to Federal Supply Schedule Contractors.

Customers should refer to FAR 9.6 for specific details on Team Arrangements. Here is a general outline on how it works:

- The customer identifies their requirements.
- Federal Supply Schedule Contractors may individually meet the customer’s needs, or -
- Federal Supply Schedule Contractors may individually submit a Schedules “Team Solution” to meet the customer’s requirement.
- Customers make a best value selection.