On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through GSA Advantage!, a menu-driven database system. The INTERNET address for GSA Advantage! is [http://www.gsaadvantage.gov](http://www.gsaadvantage.gov)

**MAS TITLE:** GSA Multiple Awards Schedule (MAS)

**CONTRACT NUMBER:** 47QTCA20D007C

**MAS MOD:** A812 as of 03/16/2021

**CONTRACT PERIOD:** March 18, 2020 - March 17, 2025

For more information on ordering from Federal Supply go to this website: [www.gsa.gov/schedules](http://www.gsa.gov/schedules)

**CONTRACTOR:**

Syber Enterprise Group, Inc  
5680 King Centre Dr.  
Suite 600  
Alexandria, VA 22315  
703-519-1229  
[www.syberenterprise.com](http://www.syberenterprise.com)

**CONTRACTOR'S ADMINISTRATION SOURCE:**

Syber Enterprise Group, Inc  
5680 King Centre Dr.  
Suite 600  
Alexandria, VA 22315  
703-519-1229  
[www.syberenterprise.com](http://www.syberenterprise.com)

**BUSINESS SIZE:** Small Business, SBA 8(a) Certified Business

**CUSTOMER INFORMATION:**

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

<table>
<thead>
<tr>
<th>SIN</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151s</td>
<td>Professional IT Services</td>
</tr>
</tbody>
</table>

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

Not Applicable, Services Only
1c. **HOURLY RATES (Services including IFF):**

**54151s Professional IT Services**

<table>
<thead>
<tr>
<th></th>
<th></th>
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<th></th>
<th></th>
<th></th>
<th></th>
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</thead>
<tbody>
<tr>
<td>54151s</td>
<td>Software Developer I</td>
<td>$97.64</td>
<td>$99.98</td>
<td>$102.38</td>
<td>$104.84</td>
<td>$107.36</td>
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<tr>
<td>54151s</td>
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<td>$112.50</td>
<td>$115.19</td>
<td>$117.96</td>
<td>$120.79</td>
<td>$123.69</td>
</tr>
<tr>
<td>54151s</td>
<td>IT Specialist I</td>
<td>$112.39</td>
<td>$115.09</td>
<td>$117.85</td>
<td>$120.68</td>
<td>$123.57</td>
</tr>
<tr>
<td>54151s</td>
<td>IT Specialist II</td>
<td>$132.04</td>
<td>$135.21</td>
<td>$138.45</td>
<td>$141.78</td>
<td>$145.18</td>
</tr>
<tr>
<td>54151s</td>
<td>Systems Architect</td>
<td>$135.47</td>
<td>$138.73</td>
<td>$142.06</td>
<td>$145.46</td>
<td>$148.96</td>
</tr>
<tr>
<td>54151s</td>
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<td>$134.78</td>
<td>$138.01</td>
<td>$141.33</td>
<td>$144.72</td>
</tr>
<tr>
<td>54151s</td>
<td>IT Program Manager</td>
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<td>$142.24</td>
<td>$145.66</td>
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<tr>
<td>54151s</td>
<td>IT Project Manager</td>
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<td>$124.43</td>
<td>$127.42</td>
<td>$130.47</td>
<td>$133.61</td>
</tr>
<tr>
<td>54151s</td>
<td>IT Training Specialist</td>
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<td>$96.45</td>
<td>$98.77</td>
<td>$101.14</td>
<td>$103.57</td>
</tr>
</tbody>
</table>

2. **MAXIMUM ORDER**: $500,000

NOTE TO ORDERING ACTIVITIES: *If the best value selection places your order over the Maximum Order identified in this catalog/pricelist, you have an opportunity to obtain a better MAS contract price. Before placing your order, contact the aforementioned contactor for a better price. The contractor may (1) offer a new price for this requirement (2) offer the lowest price available under this contract or (3) decline the order. A delivery order that exceeds the maximum order may be placed under the MAS contract in accordance with FAR 8.404.

3. **MINIMUM ORDER**: $100

4. **GEOGRAPHIC COVERAGE**: Domestic Delivery only

5. **POINT(S) OF PRODUCTION**: N/A

6. **DISCOUNT FROM LIST PRICES**: GSA Net Prices are shown on the attached GSA Pricelist.

7. **QUANTITY DISCOUNT(S)**: None

8. **PROMPT PAYMENT TERMS**: None

9.a Government Purchase Cards must be accepted at or below the micro-purchase threshold.

9.b Government Purchase Cards accepts above the micro-purchase threshold. Contact contractor for limit.

10. **FOREIGN ITEMS**: None

11a. **TIME OF DELIVERY**: Negotiated w/Ordering Agency

11b. **EXPEDITED DELIVERY**: Negotiated w/Ordering Agency
OVERNIGHT AND 2-DAY DELIVERY: Negotiated w/Ordering Agency

URGENT REQUIREMENTS: N/A (Services Only)

FOB POINT: Destination

ORDERING ADDRESS: 5680 King Centre Dr., Suite 600, Alexandria, VA 22315

ORDERING PROCEDURES: Ordering activities shall use the ordering procedures described in Federal Acquisition Regulation 8.405-3 when placing an order or establishing a BPA for supplies or services. The ordering procedures, information on Blanket Purchase Agreements (BPA’s) and a sample BPA can be found at the GSA/FSS Schedule Homepage (fss.gsa.gov/schedules).

PAYMENT ADDRESS: 5680 King Centre Dr, Suite 600, Alexandria, VA 22315

WARRANTY PROVISION: N/A for services

EXPORT PACKING CHARGES: Not applicable

TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE: N/A

TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE): N/A

TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE): As applicable

TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE): As applicable

TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE): As applicable

LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE): N/A

LIST OF PARTICIPATING DEALERS (IF APPLICABLE): N/A

PREVENTIVE MAINTENANCE (IF APPLICABLE): As applicable

SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants): As applicable

Section 508 Compliance for Electronic and Information Technology (EIT): As applicable

DUNS NUMBER: 61 291 7612

NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE: Contractor has an Active Registration in the SAM database.

TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51)

1. SCOPE
   a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT Professional Services within the scope of this
Information Technology Schedule.

b. The Contractor shall provide services at the Contractor’s facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

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

a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.

b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.

c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity’s mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3. ORDER

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

b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

4. PERFORMANCE OF SERVICES

a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.

b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.

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

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

5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)

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

(1) Cancel the stop-work order; or

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

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

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

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

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

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

6. **INSPECTION OF SERVICES**


7. **RESPONSIBILITIES OF THE CONTRACTOR**

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

8. **RESPONSIBILITIES OF THE ORDERING ACTIVITY**

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

9. **INDEPENDENT CONTRACTOR**

All IT/IAM Professional Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.
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 MAS 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 MAS contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

11. INVOICES

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

12. PAYMENTS

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

(a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.

(b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—

(1) The offeror;

(2) Subcontractors; and/or

(3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13. RESUMES

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

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

15. APPROVAL OF SUBCONTRACTS

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

16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING

a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 132-51 IT Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

b. Pricing for all IT Professional Services shall be in accordance with the Contractor’s customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.

The following is an example of the manner in which the description of a commercial job title should be presented:

EXAMPLE: Commercial Job Title: Software Developer I

Minimum/General Experience: 5 Years of experience. Responsible for analyzing, designing, developing, testing, implementing, and maintaining complex software applications using latest SDLC guidelines and technologies like Java/J2EE, XML, .NET, C# and C++.

Functional Responsibility: Responsible for, technical and user documentation, software conversions; environments include but are not limited to mainframe, mid-range, personal computers, laptops.

Minimum Education: Bachelor’s Degree in Computer Science or Engineering (any) or equivalent experience and training
Labor Category Descriptions

Commercial Job Title: Software Developer I

Minimum/General Experience: 5 Years of experience. Responsible for analyzing, designing, developing, testing, implementing, and maintaining complex software applications using latest SDLC guidelines and technologies like Java/J2EE, XML, .NET, C# and C++.

Functional Responsibility: Responsible for technical and user documentation, software conversions; environments include but are not limited to mainframe, mid-range, personal computers, laptops.

Minimum Education: Bachelor's Degree in Computer Science or Engineering (any) or equivalent experience and training

Commercial Job Title: Software Developer II

Minimum/General Experience: 7 years of experience. Responsible for analyzing, designing, developing, testing, implementing, and maintaining complex software applications using latest SDLC guidelines and technologies like SharePoint, Java/J2EE, XML, .NET, C# and C++. Responsible for technical and user documentation, software conversions; environments include but are not limited to mainframe, mid range, personal computers, laptops. Conducts project feasibility and implementation studies, including the development of plans and testing for evaluation. Develops and implements data conversion routines.

Functional Responsibility: Performs system testing to insure satisfactory results. Duties require knowledge of data sources, data flow, system interactions, and computer equipment and software applications. May perform selected project tasks independently or with minimal direction. Provides technical guidance to the project team. Establishes and maintains development, testing environments and the configuration management process and structures.

Minimum Education: Bachelor's Degree in Computer Science or Engineering (any) or equivalent experience and training

Commercial Job Title: IT Specialist I

Minimum/General Experience: 5 Years of experience. Supervises teams of Software Developers, Programmers, Technical Consultants, Network Engineers, System Administrators, testers, and Database Administrators and advises them on all technical issues while ensuring that complex software applications and computer systems are designed, developed, tested and implemented on time and within budget. Responsible for analyzing, designing, developing, testing, implementing, and maintaining complex software applications using latest SDLC guidelines and technologies like SharePoint, Java/J2EE, XML, .NET, C# and C++.

Functional Responsibility: Responsible for technical and user documentation, software conversions; environments include but are not limited to mainframe, mid range, personal computers, laptops. Conducts project feasibility and implementation studies, including the development of plans and testing for evaluation. Develops and implements data conversion routines. Performs system testing to insure satisfactory results. Duties require knowledge of data sources, data flow, system interactions, and computer equipment and software applications. May perform selected project tasks independently or with minimal direction. Provides technical support to the project team. Establishes and maintains development, testing environments and the configuration management process and structures. Serves as point-of-contact for third-party software and hardware vendors.

Minimum Education: Bachelor's Degree in Computer Science or Engineering (any) or equivalent experience and training
**Commercial Job Title:** IT Specialist II

**Minimum/General Experience:** 8 Years of experience. Provides senior-level analytical and program support and is focused on providing high performance work. Contributes to engagement work plan development and often leads less complex engagement tasks to completion within scope and budget. Serves as a senior-level analytical correspondent within engagement team. Assumes responsibility for contributing to work plan development, reaching engagement milestones, and may lead specific project tasks. Applies business modeling, process modeling, and business design techniques. Conducts analysis of appropriate consulting tools to satisfy program requirements and creates project deliverables. Formulates diagnoses through financial or statistical modeling, assesses appropriate alternatives, and offers conclusions to Project Manager.

**Functional Responsibility:** This position performs analyses and makes diagnoses, as well as defines symptoms and problems, and develops conclusions.

**Minimum Education:** Bachelor’s Degree in Computer Science or Engineering (any) or equivalent experience and training.

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**Commercial Job Title:** Systems Architect

**Minimum/General Experience:** 10 Years of experience. Contribute to the establishment and maintenance of an overall IT architecture relevant to and consistent with the company's business and technology direction and objectives. Also, designs and develops new software products or major enhancements to existing software. Addresses problems of systems integration, compatibility, and multiple platforms. Develops information technology technical and application architectures and participates in setting technology direction and standards. Provides technical architectural design review for major business applications and technology initiatives. Facilitates linkage with key business areas by understanding enterprise requirements and by communicating architecture frameworks best practices and standards.

**Functional Responsibility:** Develops recommendations and requirements for legacy applications to evolve towards conformance with target architecture. Continually reviews the company's applications, workflow, systems, and network management and network infrastructure, for opportunities to improve effectiveness and efficiency.

**Minimum Education:** Bachelor’s Degree in Computer Science or Engineering (any) or equivalent experience and training.

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**Commercial Job Title:** Database Consultant

**Minimum/General Experience:** 10 Years of experience. Analyzes database systems and programs which include access methods, access time, file structures, device allocation, validation checks, statistical methods, and security. Works with user community to understand data access and integration needs. Ensure the integration of systems through the database structure. Specializes in Data modeling. Monitors database standards and procedures, system usage and performance. Troubleshoots and resolves database and data problems. Develops and administers disaster recovery plans. Designs, develops, and implements moderately complex database applications. Analyzes and determines informational needs and elements, data relationships and attributes, proposed manipulation, data flow and storage requirements, and data output and reporting capabilities.

**Functional Responsibility:** Defines logical attributes and interrelationships and designs data structures to accommodate database production, storage, maintenance, and accessibility. Tests designed applications using database management software or general programming software. Performs system level database maintenance.
Minimum Education: Bachelor’s Degree in Computer Science or Engineering (any) or equivalent experience and training.

Commercial Job Title: IT Program Manager

Minimum/General Experience: 12 Years of experience  Manages various IT programs on time and within budget. Responsible for overall direction, control and reporting of major programs. Responsible to provide client interface and overall client communications. Responsible to develop program documentation including budgets, schedules and various planning and implementation documents.

Functional Responsibility: Provides overall leadership to ensure all technical, schedule and cost objectives are achieved successfully.

Minimum Education  Bachelor’s Degree in Science or Engineering (any) or equivalent experience and training.

Commercial Job Title: IT Project Manager

Minimum/General Experience: 8 Years of experience  Manages the project on time and within budget. Provides technical guidance to the project team members. Serves in the role of project team leader over assigned support areas, often filling the position of project team lead and instructing, directing, and monitoring the work of other IT staff or serves in a role of an experienced technical expert.

Functional Responsibility: Conducts analysis of work plan completeness, prepares status reports, and supports quality control practices. Performs analyses of client issues, assesses appropriate alternatives, and recommends solutions. Communicates client expectations to project team and escalates appropriate issues to senior level project staff.

Minimum Education: Bachelor’s Degree in Science or Engineering (any) or equivalent experience and training.

Commercial Job Title: IT Training Specialist

Minimum/General Experience: 6 Years of experience.  Responsible for designing, developing, and delivering (both Classroom based as well as computer/eb based) IT training programs and courses in various technologies, tools and methodologies to client personnel.

Functional Responsibility: Work closely with clients and trainees in understanding training needs. Develop training manuals, presentations, and exercises/practice tests.

Minimum Education: Bachelor’s Degree in Science or Engineering (any) or equivalent experience and training.