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

GSA Multiple Aware Schedule

Special Item No. 54151S Information Technology Professional Services

Contract Number: 47QTCA20D00B7
Contract Period: June 12, 2020- June 11, 2025
Business Size: Small Disadvantaged Business, Women Owned Business
Cyber Armor USA, LLC
Meredith Tolentino, meredith@cyberarmorusa.com
4285 SW Martin Hwy
Palm City, FL 34990
954-280-1497
www.cyberarmorusa.com
## Pricing Schedule- 54151S

<table>
<thead>
<tr>
<th>SIN #</th>
<th>SERVICE PROPOSED (e.g. Job Title/Task)</th>
<th>PRICE OFFERED TO GSA (including IFF)</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>Subject Matter Expert (IT)</td>
<td>$210.83</td>
</tr>
<tr>
<td>54151S</td>
<td>Senior Analyst</td>
<td>$150.86</td>
</tr>
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<td>IT Outsourcing specialist</td>
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</tr>
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<td>IT Systems Security Specialist</td>
<td>$140.55</td>
</tr>
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<td>54151S</td>
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<td>Project Manager</td>
<td>$169.60</td>
</tr>
<tr>
<td>54151S</td>
<td>Technical Editor/Writer</td>
<td>$122.75</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>SIN #</th>
<th>Terms and Conditions Page Number</th>
<th>Awarded Price Page Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>5-9</td>
<td>2</td>
</tr>
</tbody>
</table>

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

n/a

### 1c. HOURLY RATES (Services only): See Pricing Schedule, page 2
2. **MAXIMUM ORDER THRESHOLD**: $500,000

3. **MINIMUM ORDER THRESHOLD**: $100.00

4. **GEOGRAPHIC COVERAGE**: 50 States, DC, All U.S. Territories

5. **POINT(S) OF PRODUCTION**: n/a

6. **DISCOUNT FROM BEST MARKET RATE**: GSA Net Prices can be found in Pricing Schedule. Negotiated discounts have been applied and the Industrial Funding Fee has been added.

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

8. **PROMPT PAYMENT TERMS**: Net 30

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

9.b **Government Purchase Cards will not be accepted above the micro-purchase threshold.**

10. **FOREIGN ITEMS**: None

11a. **TIME OF DELIVERY**: Determined at task level

11b. **EXPEDITED DELIVERY**: Determined at task level

11c. **OVERNIGHT AND 2-DAY DELIVERY**: Determined at task level

11d. **URGENT REQUIREMENTS**: Agencies can contact the Contractor’s representative to affect a faster delivery.

12. **FOB POINT**: Destination

13a. **ORDERING ADDRESS**: 4285 SW Martin Hwy, Palm City, FL 34990

13b. **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 ([www.fss.gsa.gov/schedules](http://www.fss.gsa.gov/schedules)).

14. **PAYMENT ADDRESS**: 4285 SW Martin Hwy, Palm City, FL 34990

15. **WARRANTY PROVISION**: Standard Commercial
16. EXPORT PACKING CHARGES: None

17. TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE: None

18. TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE): n/a

19. TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE): n/a

20. TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE): n/a

20a. TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE): n/a

21. LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE): n/a

22. LIST OF PARTICIPATING DEALERS (IF APPLICABLE): n/a

23. PREVENTIVE MAINTENANCE (IF APPLICABLE): n/a

24a. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants): n/a

24b. SECTION 508 COMPLIANCE FOR ELECTRONIC AND INFORMATION TECHNOLOGY (EIT): Compliant. The EIT standards can be found at: www.Section508.gov/.

25. DUNS NUMBER: 081154409

26. NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE: Contractor has an active registration in the System for Award Management (SAM) database. The registration is valid through 10/29/20.
TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 54151S)

1. SCOPE
   a. The prices, terms and conditions stated under Special Item Number 54151S Information Technology Professional Services apply exclusively to IT Professional Services within the scope of this Information Technology Schedule.
   b. The Contractor shall provide services at the Contractor’s facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

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

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

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

5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)
   a. The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either- (1) Cancel the stop-work order; or (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.
   b. If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if- (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and 20 (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 (MAY 2014) Rights in Data – General, may apply.

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY
Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT Professional Services.

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

10. ORGANIZATIONAL CONFLICTS OF INTEREST
a. Definitions. “Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract. “Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor. An “Organizational conflict of interest” exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor’s or its affiliates’ objectivity in performing contract work.

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

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

12. PAYMENTS
For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when

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

13. RESUMES

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

14. INCIDENTAL SUPPORT COSTS

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

15. APPROVAL OF SUBCONTRACTS

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

16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING

a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 54151S IT Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

b. Pricing for all IT Professional Services shall be in accordance with the Contractor’s customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education. The following is an example of the manner in which the description of a commercial job title should be presented: EXAMPLE: Commercial Job Title: System Engineer Minimum/General Experience: Three (3) years of technical experience which applies to systems analysis and design techniques for complex computer systems. Requires competence in all phases of systems analysis techniques, concepts and methods; also requires knowledge of available hardware, system software, input/output devices, structure and management practices. Functional Responsibility: Guides users in formulating requirements,
advises alternative approaches, conducts feasibility studies. Minimum Education: Bachelor’s Degree in Computer Science

### Labor Category Description for SIN 54141S

<table>
<thead>
<tr>
<th>Labor Category Name</th>
<th>Minimum/General Years of Experience</th>
<th>Functional Responsibility</th>
<th>Education Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subject Matter Expert (IT)</strong></td>
<td>4</td>
<td>Responsible for the analysis, design, development, deployment and/or sustainment of complex systems and projects and the preparation of written and oral findings of those analyses. Provides training and guidance for other analysts.</td>
<td>Bachelor’s</td>
</tr>
<tr>
<td><strong>Senior Analyst</strong></td>
<td>6</td>
<td>Responsible for the analysis of complex projects and the preparation of written and oral findings of those analyses. Provides training and guidance for other analysts.</td>
<td>Bachelor’s</td>
</tr>
<tr>
<td><strong>Business Process Re-Engineering Analyst</strong></td>
<td>5</td>
<td>Recommends and designs cost effective strategies to increase the effectiveness and efficiency of the organization’s business processes through change in policies, procedures, organizational structure and the application of enabling technology.</td>
<td>Master’s</td>
</tr>
<tr>
<td><strong>IT Outsourcing specialist</strong></td>
<td>6</td>
<td>Comparative analysis of business solutions including in-house and external alternatives. Recommends and designs cost effective strategies to determine the most effective, best value business solutions.</td>
<td>Bachelor’s</td>
</tr>
<tr>
<td><strong>IT Systems Security Specialist</strong></td>
<td>3</td>
<td>Responsible for the analysis and development of security solutions for customer systems. Supervise analytical and problem resolution process.</td>
<td>Bachelor’s</td>
</tr>
<tr>
<td><strong>Data Management Specialist</strong></td>
<td>5</td>
<td>Assists customer in the planning and coordinating acquisition and implementation of database systems including application programming, data warehousing, user interface and transaction processing. Analyzes proposed and existing system used in processing applications in terms of data communications and database management/structure, requirements, and costs. Prepares studies and gives presentations on current data communications</td>
<td>Bachelor’s</td>
</tr>
<tr>
<td>Position</td>
<td>Quantity</td>
<td>Responsibilities</td>
<td>Education</td>
</tr>
<tr>
<td>----------------------------------</td>
<td>----------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>-----------</td>
</tr>
<tr>
<td>Internet Technical Specialist</td>
<td>2</td>
<td>Responsible for the development of programs to offer Internet solutions for system requirements. Offers technical guidance to programmers, users and system analysts. Designs and implements Internet, Intranet and web-based systems.</td>
<td>Bachelor's</td>
</tr>
<tr>
<td>Senior Computer Systems Analyst</td>
<td>3</td>
<td>Responsible for the supervision of analysts, the development, scheduling and implementation of projects.</td>
<td>Master's</td>
</tr>
<tr>
<td>Project Manager</td>
<td>10</td>
<td>Manages projects and program as administrative (IT) or technical project manager. This position is responsible for the management and direction of the complete process of programs from proposal to implementation.</td>
<td>Bachelor's</td>
</tr>
<tr>
<td>Technical Editor/Writer</td>
<td>2</td>
<td>Draft, edit and finalize technical documents, support documentation, reports and memoranda for current projects. Supervises the preparation and publication of large documents through standards setting, editorial control, and relationships with printers.</td>
<td>Bachelor's</td>
</tr>
<tr>
<td>Role</td>
<td>Price Offered to GSA (Including IFF) Year 1</td>
<td>Price Offered to GSA (Including IFF) Year 2</td>
<td>Price Offered to GSA (Including IFF) Year 3</td>
</tr>
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<td>IT Systems Security Specialist</td>
<td>$140.55</td>
<td>$143.36</td>
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<td>$119.00</td>
<td>$121.38</td>
<td>$123.81</td>
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<td>$169.60</td>
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<td>$176.45</td>
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<tr>
<td>Technical Editor/Writer</td>
<td>$122.75</td>
<td>$125.21</td>
<td>$127.71</td>
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