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

Multiple Award Schedule (MAS)  
47QSMD20R0001, Refresh 5  
Large Category  
Information Technology  

Contract #: 47QTCA20D00FS  

Period of Performance: September 29, 2020 to September 28, 2025  
Current as of PSMod-004 effective 02/23/2021

GMG World Media  
dba NALA Comm  

Phone: (301) 242-9624  
Fax: (301) 242-9624  
Website: gmgworldmedia.com  

Business Type:  
Limited Liability Corporation, Disadvantaged-Minority-Owned Business,  
Small Business Administration 8(a)  

Large Category: Information Technology  
Sub Category: IT Services  
SIN: 54151S Information Technology Professional Services  
SIN: 54151ECOM Electronic Commerce and Subscription Services
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

SCHEDULE TITLE: Multiple Award Schedule (MAS) Solicitation 47QSMD20R0001, Refresh #5

CONTRACT NUMBER: 47QTCA20D00FS

CONTRACT PERIOD: September 29, 2020 – September 28, 2025

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

CONTRACTOR:
GMG World Media dba NALA Comm.
7411 Riggs Road Suite 414
Ste 414 Hyattsville, MD 20783
Phone number: 301-242-9624
Fax number: 301-242-9624
E-Mail: ed.henderson@nalacomm.com

CONTRACTOR’S ADMINISTRATION SOURCE: Ed Henderson, CEO
10125 Colesville Road
Ste 214 Silver Spring, MD 20901
Phone number: 301-242-9624
Fax number: 301-242-9624
E-Mail: ed.henderson@nalacomm.com

BUSINESS SIZE: Limited Liability Corporation, Disadvantaged-Minority-Owned Business, Small Business Administration 8(a)

INFORMATION FOR ORDERING ACTIVITIES APPLICABLE TO ALL SPECIAL ITEM NUMBERS

SPECIAL NOTICE TO AGENCIES: Small Business Participation

SBA strongly supports the participation of small business concerns in the Federal Supply Schedules Program. To enhance Small Business Participation, SBA policy allows agencies to include in their procurement base and goals the dollar value of orders expected to be placed against the Federal Supply Schedules, and to report accomplishments against these goals.

For orders exceeding the micro-purchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage! on-line shopping service (www.fss.gsa.gov). The catalogs/pricelists, GSA Advantage! and the Federal Supply Service Home Page (www.fss.gsa.gov) contains information on a broad array of products and services offered by small business concerns.
This information should be used as a tool to assist ordering activities in meeting or exceeding established small business goals. It should also be used as a tool to assist in including small, small disadvantaged, and women-owned small businesses among those considered when selecting pricelists for a best value determination. For orders exceeding the micro-purchase threshold, customers are to give preference to small business concerns when two or more items at the same delivered price will satisfy their requirement.

CUSTOMER INFORMATION:

1. a. TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINS) SIN DESCRIPTION
   54151S Information Technology Professional Services
   54151ECOM Electronic Commerce and Subscription Services

b. LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN:
   (Government net price based on a unit of one)
   SIN MODEL PRICE
   N/A Services Only

c. HOURLY RATES: See Pricing Table Below

2. MAXIMUM ORDER*:
   54151S $500,000
   54151ECOM $500,000

*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 schedule 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 schedule contract in accordance with FAR 8.404.

3. MINIMUM ORDER: $100

4. GEOGRAPHIC COVERAGE: Domestic, 48 states, Washington, DC.

5. COOPERATIVE PURCHASING: Section 211 of the E-Government Act of 2002 amended the Federal Property and Administrative Services Act to allow for cooperative purchasing. Cooperative Purchasing authorizes State and local government entities to purchase Information Technology (IT) supplies/products and services from MAS Contracts that include SINs from IT Category of the MAS Consolidated Solicitation.

6. POINT(S) OF PRODUCTION: N/A

7. DISCOUNT FROM LIST PRICES: None
8. QUANTITY DISCOUNT(S): None

9. PROMPT PAYMENT TERMS: None
   a. Government Purchase Cards must be accepted at or below the micro-purchase threshold
   b. Government Purchase Cards are accepted above the micro-purchase threshold.

10. FOREIGN ITEMS: None

11. a. TIME OF DELIVERY: As negotiated
   b. EXPEDITED DELIVERY: As negotiated
   c. OVERNIGHT AND 2-DAY DELIVERY: As negotiated
   d. URGENT REQUIREMENTS: As negotiated

12. FOB POINT: Destination

13. a. ORDERING ADDRESS:
    GMG World Media LLC dba NALA Comm
    10125 Colesville Road Ste 214
    Silver Spring, MD 20901
   b. ORDERING PROCEDURES: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s) are found in Federal Acquisition Regulation (FAR) 8.405-3

14. PAYMENT ADDRESS:
    GMG World Media LLC dba NALA Comm
    10125 Colesville Road Ste 214
    Silver Spring, MD 20901

15. WARRANTY PROVISION: Standard Commercial Warranty. Customer should contact contractor for a copy of the warranty.

16. EXPORT PACKING CHARGES: N/A

17. TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE: (any thresholds above the micro-purchase level)

18. TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE): See SIN Description where applicable.

19. TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE): See SIN Description where applicable.

20. TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE): See SIN Description where applicable.
   a. 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

24. a. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled
   b. SECTION 508 COMPLIANCE FOR EIT: N/A

25. DUNS NUMBER: 088180398

26. NOTIFICATION REGARDING REGISTRATION IN CENTRAL CONTRACTOR REGISTRATION
   (CCR) DATABASE: Registered in SAM database.
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USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS

PREAMBLE
GMG World Media LLC dba NALA Comm 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:

Ed Henderson, CEO
GMG World Media LLC dba NALA Comm
Office: (301) 242-9624 x101
Email: govsupport@nalacomm.com Fax: (301) 242-9624
COMPANY INTRODUCTION

NALAComm is an SBA 8(a) Economically Disadvantaged Minority Small Business that delivers comprehensive IT solutions, Business Management and Communications services. Our portfolio of capabilities draws upon 20 years of experience in understanding our client’s goals and get the job done right — with 85% of our business coming from repeat clients.

WHAT WE DO
Enterprise IT & Cloud Consulting
Digital / Software Development
Telecommunications

SERVICE AREAS
Enterprise IT & Cloud Consulting
IT Strategy | IT Demand Management | Requirements Management | Agile Development | Enterprise Architecture | Data Storage | DRaaS Implementation | Data Center Consolidation | Vulnerability & Risk Assessments | Custom Software Development

Digital / Software Development
Data Visualization | Data Analytics & Reporting | Mobile Strategy & App Development | UX/UI & Human Factors Engineering | Web Design | Drupal | Infographics | Motion Graphics | System Adoption Tracking | 508 Compliance Support | Database Management | Data Conversion

Telecommunications
O365 Teams | Azure, Cloud IT, Avaya VAR, IBM, Cisco, Telecommunications Reseller, VMWare | Circuit Reseller | Mobile Security | Virtualization | Network Cabling | Storage Backup | End-to-End Video Conferencing

NAICS CODES
Technology541511 Custom Computer Programming Services
541512 Computer Systems Design Services
541513 Computer Facilities Management Services
541519 Other Computer Related Services
517911 Telecommunications Resellers
517919 All Other Telecommunications
517311 Wired Telecommunications Carriers
518210 Data Processing, Hosting, and Related Services
TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES
(SPECIAL ITEM NUMBER 51451S)

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

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

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

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

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

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

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

(1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
(2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

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

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

6. INSPECTION OF SERVICES

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

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

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

a. Definitions.
“The Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract. “Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

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

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

11. INVOICES

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

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. 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/IAM PROFESSIONAL SERVICES AND PRICING
Refer to GSA Pricing Section

<table>
<thead>
<tr>
<th>GSA SCHEDULE PRICES - SIN 54151S</th>
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<td>Labor Category</td>
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<td>Web Software Developer</td>
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<td>Web Site Graphic Artist</td>
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<td>Web Site Designer</td>
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<td>Computer Programmer</td>
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<td>Database Specialist</td>
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<td>Project Manager</td>
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<td>Quality Assurance Analyst II</td>
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<td>Quality Assurance Analyst III</td>
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<td>Telecommunications Analyst/Tech</td>
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<td>Site Manager</td>
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<tr>
<td>System &amp; Network Administrator II</td>
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<tr>
<td>System &amp; Network Administrator III</td>
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<tr>
<td>Network Engineer II</td>
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<tr>
<td>Network Engineer III</td>
</tr>
<tr>
<td>Help Desk Specialist</td>
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<tr>
<td>Help Desk Manager</td>
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</tbody>
</table>

LABOR CATEGORY DESCRIPTIONS
APPLICABLE TO (SPECIAL ITEM NUMBER 51451S)

Web Software Developer
Minimum/General Experience: 4 years of related experience

Functional Responsibility: Designs, develops, troubleshoots, debugs and implements software code (such as, but not limited to, HTML, CGI, JavaScript, ASP and Perl) for web page and web site components. Works independently or with graphic designers and project team members to develop
the site concept, interface design and architecture of the web site. Requires strong navigation and site-design instincts. May lead interface/connectivity design, development and implementation. At a fully experienced level, applies expertise in the development and utilization of web-based languages and protocols to develop customized programming for web-based software solutions, products and/or projects.

Minimum Education: Bachelor's degree in Communications Technology/Information Technology or specialized experience may be substituted for bachelor's degree.

Web Site Graphic Artist
Minimum/General Experience: 10 years of related experience


Minimum Education: Bachelor's degree in Fine / Graphic Arts, Information Systems, Communications Technology or equivalent field

Web Site Designer
Minimum/General Experience: 8 years of related experience

Functional Responsibility: Creates primary web site design and site map including directing web site graphic artists in development of accompanying graphics/documents associated with the web site. Primary point of contact with agency management for web-site development and/or enhancement. Works with agency staff to define web site objectives, content, target audience, and information presentation strategies. Conceptualizes, designs, and develops a wide variety of information materials (technical, promotional, informational, instructional), such as forms, labels, brochures, meeting and conference handouts, slides, logos, posters, and other presentation aids through a variety of media outlets such as CDROMs, websites, and other publications. Uses advanced desktop publishing, page layout, or typesetting software. Generates, manipulates, and integrates graphic images, animations, sound, text and video generated with automated tools into consolidated and seamless multimedia programs.

Minimum Education: Bachelor's degree or equivalent and at least 8 years experience in design and development of a broad range of different types, forms, and content for government and commercial organization web sites.

Computer Programmer
Minimum/General Experience: 10 years of related technical experience

Functional Responsibility: Provides high level expertise in developing complex software applications involving new technologies, methods, concepts, or approaches using Web Coding &
Programming, Custom Web Application Development, Back-End Administrative Interface and or CMS Development, Database Development Management and Integration, Integration of 3rd party web software via APIs, Code Testing, Responsive mobile and tablet friendly web programming, PHP, HTML, CSS, JSON, Javascript and MySQL. Based on functional and conceptual design specifications, develops diagrammatic plans and design logic required to implement computer programs, IT systems and procedures in support of technical, administrative and information management functions and operations. Analyzes specification developed by a Systems Analyst for such factors as type and extent of information to be processed, designs detailing logic flow diagrams and program code instructions. Verifies accuracy and validity of programs by preparing sample test data and test plans; corrects program errors by revising instructions; modifies programs when required by changes in procedures and reports desired. Performs above duties under general supervision. Provides detailed instructions and program design specification to intermediate level programmers assigned to a task team, and closely supervises their performance.

Minimum Education: Bachelor’s degree in Computer Science, Information Systems or equivalent field

Database Specialist
Minimum/General Experience: 5 years.

Functional Responsibility: Able to communicate with management, technicians, and end-users to evaluate needs prior to development of an automated solution. Able to perform data storage, security, integrity, and performance management functions for Database Management Systems (DBMS) supported. Capable of preparing detailed reports which might include system requirements such as concurrent usage factors, data storage requirements, response rates, and discuss procedures for processing data through the use of DBMSs including relational data bases. Knowledgeable of available equipment environment to determine technical approaches, and to formulate appropriate solutions. Familiar with data structures, data structure within a DBMS, as well as methods for defining data relationships. Able to evaluate data base design tradeoffs, performance levels, and space allocation requirements. Knowledgeable of data warehouse, data marts, metadata registries, and scanning operations. Conducts quality control and auditing of databases in a client/server environment to ensure accurate and appropriate use of data. Advises users on access to various client/server databases. Designs, implements, and maintains complex databases with respect to JCL, access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods.

Minimum Education: Bachelor’s degree in Computer Science, Information Systems or equivalent field

Project Manager
Minimum/General Experience: 8 years of related technical experience

Functional Responsibility: Serves as manager for large, complex programs with centralized, multiple task orders support requirements. Manages substantial organizational, business management, and business improvement services contract support operations. Organizes, directs, and coordinates planning and production of all contractor’s services support activities. Demonstrated experience for oral and written communications with all levels of management for planning and control of
projects. Formulates and reviews project plans, determines cost, and ensures conformance to work standards. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work, supervising contractor personnel and communicating policies, purposes, and goals of the task(s) to subordinates. Assigns, schedules, and reviews work of subordinates. Able to evaluate proposed task order requirements and activities to determine technical feasibility with organization specified technologies, cost for implementation and operation, as well as functional adequacy. Manages a team composed of market researchers, interviewers, analysts, survey developers, web designers and application developers, meetings managers and other technical specialists in developing and implementing a broad variety of programmatic components.

Minimum Education: Bachelor’s degree or equivalent and at least 8 years of government contract management and performance experience.

Quality Assurance Analyst II
Functions: Establishes and maintains a process for evaluating software and associated documentation. Determines the resources required for quality control. Maintains the level of quality throughout the software life cycle. Conducts formal and informal reviews at predetermined points throughout the development life cycle.

Qualifications: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related discipline may be substituted for two (2) years’ experience. A minimum of eight (8) years’ experience, three (3) of which shall be within the last five (5) years in Configuration Management, verification and validation, software testing and integration, software metrics and their application to software quality assessment. General experience includes increasing responsibilities in quality assurance and quality control.

Quality Assurance Analyst III
Functions: Establishes and maintains a process for evaluating software and associated documentation. Determines the resources required for quality control. Maintains the level of quality throughout the software life cycle. Conducts formal and informal reviews at predetermined points throughout the development life cycle.

Qualifications: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related discipline may be substituted for four (4) years’ experience. A minimum of eight (10) years’ experience, three (3) of which shall be within the last five (5) years in Configuration Management, verification and validation, software testing and integration, software metrics and their application to software quality assessment. General experience includes increasing responsibilities in quality assurance and quality control.

Telecommunications Analyst/Technician
Functions: Responsible for testing, diagnosing, and repair of previously installed telecommunications systems that are experiencing problems. Attempts repair or replacement of defective equipment, installation of new/ replacement equipment, testing of the system after repair.

Qualifications: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related discipline may be substituted for four (4) years’ experience.
Site Manager
Functions: Simultaneously plans and directs a highly technical project (or a group of related tasks) and assists on-site with the Program Manager in working with the government Contracting Officer, the COTR, government management personnel, and client agency representatives. Under the guidance of the Program Manager, is responsible for the overall management of specific Task Orders and ensures that the technical solutions and schedules in the Task Order are implemented in a timely manner.

Qualifications: Five (5) years’ experience as a Site or Project Manager. Experience includes increasing responsibilities in information systems design and management. A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline with 5 years IT experience.

System & Network Administrator II
Functions: Installs, maintains, and coordinates the customer’s area network. Evaluate hardware and software, including peripheral, output, and telecommunications equipment. Enforces security procedures, installs network software, and manages network performance. Troubleshoots and resolves problems. Implements and coordinates network policies, procedures, and standards.

Qualifications: Three (3) years of experience with complex networks and platforms. A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline. With a Master’s degree, one year of specialized experience. With at least seven years of specialized experience, a degree is not required.

System & Network Administrator III
Functions: Installs and maintains moderately complex networks that typically link numerous computing platforms, operating systems, and network topologies across widely dispersed geographic areas. Evaluate hardware and software. Tests and implements interface programs. Develop security procedures. Manage network performance. Troubleshoots and resolves complex problems. Maintains fault-tolerant systems and manages system backups. May require and extensive expertise across hardware and systems supplied by multiple vendors. May provide task direction to team members.

Qualifications: Five (5) years of experience with complex networks and platforms. A Bachelor's degree in Computer Science, Information Systems, Engineering, Business or other related scientific or technical discipline. With a Master's degree, one year of specialized experience. With at least seven years of specialized experience, a degree is not required.

Network Engineer II
Functions: Troubleshoots software, hardware, network issues, and peripherals. Performs operating system, software, and software upgrade installation and reinstallation; virus and malware removal and user accounts and associated permission administration. Performs and supervises user training, PC imaging and configuration, and software and hardware enhancements. Designs, implements, and supports WAN, LAN, and WLAN environments, including routers, firewalls, security, wireless, LAN switching, and data centers. Manages load balancing. Provides remote access solution support.
Monitors and manages system alerts and notifications. Runs application performance and packet analyses. Works with emerging technologies. Manages vendors, performs network assessments, and security audits. Supports internal run and maintain activities, including remote monitoring and management system, respond to alerts, monitor health, and seek improvement opportunities. TCP/IP, including network subnets, DHCP, and basic routing Experience in MS Windows Environment – Networking, Updates, Active Directory, Understanding of VLANs Experience with Wi-Fi networks using 802.11x protocols, Ability to install and configure, Routers – Cisco, etc., Switches – HP, ZyXEL, and Cisco or comparable industry standard devices.

Qualifications: A Bachelor’s degree and four (4) years of experience performing the foregoing functions. Experience may be substituted for education. Every two (2) years of experience equates to one year of education. A+, NET+, Security+ Certifications or other comparable certifications as required by contract.

Network Engineer III
Functions: Troubleshoots software, hardware, network issues, and peripherals. Performs operating system, software, and software upgrade installation and reinstallation; virus and malware removal and user accounts and associated permission administration. Performs and supervises user training, PC imaging and configuration, and software and hardware enhancements. Designs, implements, and supports WAN, LAN, and WLAN environments, including routers, firewalls, security, wireless, LAN switching, and data centers. Manages load balancing. Provides remote access solution support. Monitors and manages system alerts and notifications. Runs application performance and packet analyses. Works with emerging technologies. Manages vendors, performs network assessments, and security audits. Supports internal run and maintain activities, including remote monitoring and management system, respond to alerts, monitor health, and seek improvement opportunities. TCP/IP, including network subnets, DHCP, and basic routing Experience in MS Windows Environment – Networking, Updates, Active Directory, Understanding of VLANs Experience with Wi-Fi networks using 802.11x protocols, Ability to install and configure, Routers – Cisco, etc., Switches – HP, ZyXEL, and Cisco or comparable industry standard devices.

Qualifications: A Bachelor’s degree and eight (8) years of experience performing the foregoing functions. Experience may be substituted for education. Every two (2) years of experience equates to one year of education. A+, NET+, Security+ Certifications or other comparable certifications as required by contract.

Help Desk Specialist
Functions: Provides phone and in-person support to users in the areas of e-mail, directories, Standard Windows desktop applications, and applications developed under this contract or Predecessors. Serves as a technical point of contact for troubleshooting hardware/software PC and Printer problems.

Qualifications: An Associate’s Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline is required. This position requires a minimum of five (5) Years’ experience, three (3) of which shall be within the last five (5) years and at least three (3) Years must be specialized. Specialized experience includes: knowledge of PC operating Systems, e.g., DOS, Windows, as well as networking and mail standards and work on a help desk. General experience includes information systems development and other work in the client/server Field, or related fields.
Demonstrated ability to communicate orally and in writing and a positive Customer service attitude.

Help Desk Manager
Functions: Provides daily supervision and direction to staff that are responsible for phone and in person Support to users in the areas of e-mail, directories, standard Windows desktop applications and applications developed or deployed under this contract. This position serves as the initial Point of contact for troubleshooting hardware/software PC and printer problems.

Qualifications: A Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. This position requires a minimum of seven (7) years Experience, of which at least five (5) years must be specialized and three (3) of which shall Be within the last five (5) years. Specialized experience includes: management of help desks in A multi-server environment, comprehensive knowledge of PC operating systems, e.g., DOS, Windows, as well as networking and mail standards and supervision of help desk employees. General experience includes information systems development, network and other work in the Client/server field, or related fields. Demonstrated ability to communicate orally and in writing And a positive customer service attitude
TERMS AND CONDITIONS APPLICABLE TO
ELECTRONIC COMMERCE AND SUBSCRIPTION SERVICES
(SPECIAL ITEM NUMBER 51451ECOM)

SCOPE
The prices, terms and conditions stated under Special Item Number 54151ECOM Electronic Commerce (EC) Services apply exclusively to EC Services within the scope of this Information Technology Schedule.

1. ELECTRONIC COMMERCE CAPACITY AND COVERAGE
The Ordering Activity shall specify the capacity and coverage required as part of the initial requirement.

2. INFORMATION ASSURANCE
a. The Ordering Activity is responsible for ensuring to the maximum extent practicable that each requirement issued is in compliance with the Federal Information Security Management Act (FISMA)
b. The Ordering Activity shall assign an impact level (per Federal Information Processing Standards Publication 199 & 200 (FIPS 199, “Standards for Security Categorization of Federal Information and Information Systems”) (FIPS 200, “Minimum Security Requirements for Federal Information and Information Systems”) prior to issuing the initial statement of work. Evaluations shall consider the extent to which each proposed service accommodates the necessary security controls based upon the assigned impact level. The Contractor awarded SIN 54151ECOM is capable of meeting at least the minimum-security requirements assigned against a low-impact information system (per FIPS 200).
c. The Ordering Activity reserves the right to independently evaluate, audit, and verify the FISMA compliance for any proposed or awarded Electronic Commerce services. All FISMA certification, accreditation, and evaluation activities are the responsibility of the ordering activity.

3. DELIVERY SCHEDULE
The Ordering Activity shall specify the delivery schedule as part of the initial requirement. The Delivery Schedule options are found in Information for Ordering Activities Applicable to All Special Item Numbers, paragraph 6. Delivery Schedule.

4. INTEROPERABILITY.
When an Ordering Activity requires interoperability, this requirement shall be included as part of the initial requirement. Interfaces may be identified as interoperable on the basis of participation in a sponsored program acceptable to the Ordering Activity. Any such access or interoperability with teleports/gateways and provisioning of enterprise service access will be defined in the individual requirement.

5. ORDER
a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering electronic services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all electronic 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.

6. PERFORMANCE OF ELECTRONIC SERVICES
The Contractor shall provide electronic services on the date agreed to by the Contractor and the ordering activity.

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. Additional services Terms for NALA Comm’s nexVortex service can be found here: https://www.nexvortex.com/terms/

8. RIGHTS IN DATA
The Contractor shall comply FAR 52.227-14 RIGHTS IN DATA – GENERAL and with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character.

9. ACCEPTANCE TESTING
If requested by the ordering activity the Contractor shall provide acceptance test plans and procedures for ordering activity approval. The Contractor shall perform acceptance testing of the systems for ordering activity approval in accordance with the approved test procedures.

10. WARRANTY
The Contractor shall provide a warranty covering each Contractor-provided electronic commerce service. The minimum duration of the warranty shall be the duration of the manufacturer’s commercial warranty for the item listed below:
** Refer to included End User License Agreement

The warranty shall commence upon the later of the following:
a. Activation of the user’s service
b. Installation/delivery of the equipment

The Contractor, by repair or replacement of the defective item, shall complete all warranty services within five working days of notification of the defect. Warranty service shall be deemed complete when the user has possession of the repaired or replaced item. If the Contractor renders warranty service by replacement, the user shall return the defective item(s) to the Contractor as soon as possible but not later than ten (10) working days after notification.

11. MANAGEMENT AND OPERATIONS PRICING
The Contractor shall provide management and operations pricing on a uniform basis. All management and operations requirements for which pricing elements are not specified shall be provided as part of the basic service.

12. TRAINING
The Contractor shall provide normal commercial installation, operation, maintenance, and engineering interface training on the system. If there is a separate charge, indicate below:

13. MONTHLY REPORTS
In accordance with commercial practices, the Contractor may furnish the ordering activity/user with a monthly summary ordering activity report.

## 14. ELECTRONIC COMMERCE SERVICE PLAN

(a) Describe the electronic service plan and eligibility requirements.
(b) Describe charges, if any, for additional usage guidelines.
(c) Describe corporate volume discounts and eligibility requirements, if any.

### GSA SCHEDULE PRICES - SIN 54151ECOM

<table>
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<tr>
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<th>Trans Type</th>
<th>(GSA) Price</th>
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**Managed SIP Plan (Adtran 3140 SBC, 23 Call Paths, Unlimited In Minutes, 3k Out Minutes, Metered TF Minutes and 23 Telephone numbers with porting and caller id name included)**

<p>| 54151ECOM | Managed SIP Plan (Adtran 3140 SBC, 23 Call Paths, Unlimited In Minutes, 3k Out Minutes, Metered TF Minutes and 23 Telephone numbers with porting and caller id name included) PLAN RECURRING $318.23 |
| 54151ECOM | Managed SIP Plan (Adtran 3140 SBC, 23 Call Paths, Unlimited In Minutes, 3k Out Minutes, Metered TF Minutes and 23 Telephone numbers with porting and caller id name included) PLAN RECURRING $347.24 |
| 54151ECOM | Managed SIP Plan (Adtran 3140 SBC, 23 Call Paths, Unlimited In Minutes, Unlimited Out Minutes, Metered TF Minutes and 23 Telephone numbers with porting and caller id name included) PLAN RECURRING $385.93 |
| 54151ECOM | Managed SIP Plan (Adtran 3140 SBC, 23 Call Paths, Unlimited In Minutes, Unlimited Out Minutes, Metered TF Minutes and 23 Telephone numbers with porting and caller id name included) PLAN RECURRING $608.40 |
| 54151ECOM | Managed SIP Plan (Adtran 3140 SBC, 23 Call Paths, Unlimited In Minutes, Unlimited Out Minutes, Metered TF Minutes and 23 Telephone numbers with porting and caller id name included) PLAN RECURRING $569.71 |
| 54151ECOM | Managed SIP Plan (Adtran 3140 SBC, 23 Call Paths, Unlimited In Minutes, Unlimited Out Minutes, Metered TF Minutes and 23 Telephone numbers with porting and caller id name included) PLAN RECURRING $540.70 |</p>
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NALA COMM’S NEXVORTEX SERVICES

Delivering Quality and Confidence
Managed SIP (mSIP) delivers quality with definitive troubleshooting; providing businesses the confidence they need to migrate to SIP Trunking while saving time and money. With visibility into service performance and autodetecting disaster recovery included free with every account, the service has unique value points not found in other SIP offerings on the market including verified interoperability with most phone systems.

In comparison to SIP Trunking over the public internet, mSIP goes further in terms of performance and flexibility in the delivery of voice quality with visibility. It was purpose-built by nexVortex specifically to address quality and leverages our 15+ years of SIP Trunking experience. It includes a large investment in network infrastructure, execution of IP peering arrangements with most major carriers, and a significant investment in software development which measures quality on a call-by-call basis at multiple points along the call path and then reports on that quality through a powerful set of data analytic, data visualization, and reporting tools. It is delivered and supported with the same commitment to Uncommon Service we have for all of our offerings and our disciplined approach to project coordination, our technical support, and delivery of real-time reporting tools and our easy-to-use portal provide your organization with control, efficiency, and peace-of-mind.

Quality and Flexibility
nexVortex mSIP Trunking service can be run over a standard internet connection, a nexVortex provided internet circuit (with Class of Service) or a nexVortex provided MPLS direct connection. This provides tremendous flexibility and enhanced redundancy options while providing a significant cost savings for both single-site and multi-site customers. Customers using a nexVortex ISP peering partner can reduce latency, packet loss, and jitter by connecting to the nexVortex mSIP network through their peered ISP. Chances are your offices already have the internet infrastructure in place that can be utilized for your Managed SIP Trunking deployment.

Disaster Recovery and Business Continuity
Business customers who are serious about the reliability, visibility, and availability of their voice communications choose nexVortex and mSIP for their SIP Trunking service. The nexVortex autodetecting disaster recovery module, (included free with all mSIP deployments) allows a business to set predetermined failover routes for all their DID and Toll-Free numbers – on an individual basis. You are protected in the event of a power outage, an internet-access failure, or a problem at your location affecting the operation of your PBX. Automatic re-routing can be set to another PBX, a secondary internet connection, a back-up PRI line, an analog line, or even a cell phone. In addition, the nexVortex provided session border controller (SBC – located on your premise) is commonly ordered with dual-WAN support for automatic failover to a secondary ISP providing the ultimate in
survivability

Control
You will have access to our web portal for advanced account management. Through this easy to use interface, you can configure and manage your active services and preset disaster recovery (DR) rules. Shown in Figure #3 is the interface for setting individual DR routes (up to 3 per telephone number) with the ability to mix and match in any combination.

nexVortex Service Monitor (nVSM)
When we built mSIP, with the power to measure call-by-call quality, we wrapped around it the ability to visualize voice quality and to definitively troubleshoot the location and type of any issue found. It all comes together in the nexVortex Service Monitor (nVSM) which is accessible through your private portal. (see Figure #4: nexVortex Service Monitor - nVSM).

The nVSM is included with every mSIP account. It proactively monitors the mSIP service and automatically notifies you if there are any service-impacting issues. It also performs the critical role of collecting, correlating and visually presenting call quality statistics at multiple points in the call path – in realtime. This means you know exactly where call quality is being adversely impacted and the severity of that impact. This powerful tool provides what we call “definitive troubleshooting” and allows all parties involved to identify issues quickly, which stops the finger-pointing.