GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST

MULTIPLE AWARD SCHEDULE
CONTRACT NUMBER: 47QTCA22D005T
CONTRACT PERIOD: 03/16/2022 through 03/15/2027

CATEGORIES
Information Technology
Miscellaneous
Security and Protection

CONTRACTOR:
Acture Solutions, Inc.
1462 Erie Blvd, Suite 207A
Schenectady, NY 12305
Web: acturesolutions.com

CONTRACT ADMINISTRATOR:
Gabriel Stacy
Owner
Tel: (518) 377-4057
stacyg@acturesolutions.com

BUSINESS SIZE:
Small Business
Small Disadvantaged Business

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

For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov.
Customer Information

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

<table>
<thead>
<tr>
<th>SIN</th>
<th>Recovery</th>
<th>COOP</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>518210C</td>
<td>518210CRC</td>
<td>518210CSTLOC</td>
<td>Cloud and Cloud-Related IT Professional Services</td>
</tr>
<tr>
<td>54151S</td>
<td>54151SRC</td>
<td>54151SSTLOC</td>
<td>Information Technology Professional Services</td>
</tr>
<tr>
<td>511210</td>
<td>511210RC</td>
<td>511210STLOC</td>
<td>Software Licenses</td>
</tr>
<tr>
<td>54151</td>
<td>54151RC</td>
<td>54151STLOC</td>
<td>Software Maintenance Services</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>54151ECOMRC</td>
<td>54151ECOMSTLOC</td>
<td>Electronic Commerce and Subscription Services</td>
</tr>
<tr>
<td>33411</td>
<td>33411RC</td>
<td>33411STLOC</td>
<td>Purchasing of new electronic equipment</td>
</tr>
<tr>
<td>811212</td>
<td>811212RC</td>
<td>811212STLOC</td>
<td>Maintenance of Equipment, Repair Services and/or Repair/Spare Parts</td>
</tr>
<tr>
<td>334220</td>
<td>334220RC</td>
<td>334220STLOC</td>
<td>Surveillance Systems, Wearable Body Cameras, and Vehicular Video</td>
</tr>
<tr>
<td>ANCILLARY</td>
<td>ANCILLARYRC</td>
<td>ANCILLARYSTLOC</td>
<td>Ancillary Supplies and Services</td>
</tr>
</tbody>
</table>

1b. LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH AWARDED SIN: See Appendix A

1c. HOURLY RATES (Services only): See Appendix A

2. MAXIMUM ORDER THRESHOLD:

<table>
<thead>
<tr>
<th>ANCILLARY</th>
<th>$250,000</th>
</tr>
</thead>
<tbody>
<tr>
<td>518210C</td>
<td>$500,000</td>
</tr>
<tr>
<td>54151S</td>
<td>$500,000</td>
</tr>
<tr>
<td>511210</td>
<td>$500,000</td>
</tr>
<tr>
<td>54151</td>
<td>$500,000</td>
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<tr>
<td>54151ECOM</td>
<td>$500,000</td>
</tr>
<tr>
<td>33411</td>
<td>$500,000</td>
</tr>
<tr>
<td>811212</td>
<td>$500,000</td>
</tr>
<tr>
<td>334220</td>
<td>$250,000</td>
</tr>
</tbody>
</table>

3. MINIMUM ORDER THRESHOLD: $100.00

4. GEOGRAPHIC COVERAGE: 48 States, DC

5. POINT(S) OF PRODUCTION: Schenectady, NY

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

7. QUANTITY DISCOUNT(S): 2% single order over $250,000

8. PROMPT PAYMENT TERMS: 1% 10 Days | Net 30
   Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

9. FOREIGN ITEMS: None

10a. TIME OF DELIVERY: To be negotiated at the task order level

10b. EXPEDITED DELIVERY: Contact Contractor if Available

10c. OVERNIGHT AND 2-DAY DELIVERY: Contact Contractor if Available
10d. **URGENT REQUIREMENTS:** Agencies can contact the Contractor’s representative to affect a faster delivery. Customers are encouraged to contact the Contractor for the purpose of requesting accelerated delivery.

11. **FOB POINT:** Destination

12a. **ORDERING ADDRESS:** Same as contractor

12b. **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.

13. **PAYMENT ADDRESS:** Same as contractor

14. **WARRANTY PROVISION:** Standard Commercial

15. **EXPORT PACKING CHARGES:** None

16. **TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE):** Not Applicable

17. **TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE):** Not Applicable

18a. **TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE):** Not Applicable

18b. **TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE):** Not Applicable

19. **LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE):** Not Applicable

20. **LIST OF PARTICIPATING DEALERS (IF APPLICABLE):** Not Applicable

21. **PREVENTIVE MAINTENANCE (IF APPLICABLE):** Not Applicable

22a. **SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants):** Not Applicable

22b. **SECTION 508 COMPLIANCE FOR ELECTRONIC AND INFORMATION TECHNOLOGY (EIT):** Compliant. The EIT standards can be found at: www.Section508.gov.

23. **UNIQUE ENTITY IDENTIFIER (UEI) NUMBER:** R2N8CMW2KAL7

24. **NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE:** Contractor has an active registration in the System for Award Management (SAM) database.
### Appendix A – Price List

<table>
<thead>
<tr>
<th>SIN</th>
<th>Labor Category</th>
<th>FROM 3/16/2022</th>
<th>FROM 3/16/2023</th>
<th>FROM 3/16/2024</th>
<th>FROM 3/16/2025</th>
<th>FROM 3/16/2026</th>
<th>FROM 3/16/2027</th>
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<tr>
<td>ANCILLARY</td>
<td>Administrative Specialist**</td>
<td>$62.22</td>
<td>$64.09</td>
<td>$66.01</td>
<td>$67.99</td>
<td>$70.03</td>
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<tr>
<td>54151S</td>
<td>Business Analyst</td>
<td>$77.08</td>
<td>$79.39</td>
<td>$81.77</td>
<td>$84.22</td>
<td>$86.75</td>
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<tr>
<td>518210C</td>
<td>Cloud Engineer/Architect</td>
<td>$181.36</td>
<td>$186.80</td>
<td>$192.40</td>
<td>$198.17</td>
<td>$204.12</td>
<td></td>
</tr>
<tr>
<td>518210C</td>
<td>Cloud Program Cybersecurity Specialist</td>
<td>$204.03</td>
<td>$210.15</td>
<td>$216.45</td>
<td>$222.94</td>
<td>$229.63</td>
<td></td>
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<tr>
<td>518210C</td>
<td>Cloud Program Database Specialist</td>
<td>$167.76</td>
<td>$172.79</td>
<td>$177.97</td>
<td>$183.31</td>
<td>$188.81</td>
<td></td>
</tr>
<tr>
<td>518210C</td>
<td>Cloud Program Software Engineer</td>
<td>$204.03</td>
<td>$210.15</td>
<td>$216.45</td>
<td>$222.94</td>
<td>$229.63</td>
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<tr>
<td>518210C</td>
<td>Cloud Program System Administrator</td>
<td>$167.76</td>
<td>$172.79</td>
<td>$177.97</td>
<td>$183.31</td>
<td>$188.81</td>
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</tr>
<tr>
<td>518210C</td>
<td>Cloud Program Systems Engineer</td>
<td>$167.76</td>
<td>$172.79</td>
<td>$177.97</td>
<td>$183.31</td>
<td>$188.81</td>
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<tr>
<td>518210C</td>
<td>Cloud Project Manager</td>
<td>$181.36</td>
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<td>$204.12</td>
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<tr>
<td>54151S</td>
<td>Database Administrator</td>
<td>$149.62</td>
<td>$154.11</td>
<td>$158.73</td>
<td>$163.49</td>
<td>$168.39</td>
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<tr>
<td>54151S</td>
<td>Disaster Recovery Specialist</td>
<td>$167.76</td>
<td>$172.79</td>
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<tr>
<td>54151S</td>
<td>Help Desk Specialist</td>
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<td>$60.71</td>
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<tr>
<td>54151S</td>
<td>IT Specialist</td>
<td>$136.02</td>
<td>$140.10</td>
<td>$144.30</td>
<td>$148.63</td>
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<tr>
<td>54151S</td>
<td>Network Architect</td>
<td>$167.76</td>
<td>$172.79</td>
<td>$177.97</td>
<td>$183.31</td>
<td>$188.81</td>
<td></td>
</tr>
<tr>
<td>54151S</td>
<td>Network Engineer</td>
<td>$167.76</td>
<td>$172.79</td>
<td>$177.97</td>
<td>$183.31</td>
<td>$188.81</td>
<td></td>
</tr>
<tr>
<td>54151S</td>
<td>Principal Network Engineer</td>
<td>$204.03</td>
<td>$210.15</td>
<td>$216.45</td>
<td>$222.94</td>
<td>$229.63</td>
<td></td>
</tr>
<tr>
<td>54151S</td>
<td>Program Manager</td>
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<td>$210.15</td>
<td>$216.45</td>
<td>$222.94</td>
<td>$229.63</td>
<td></td>
</tr>
<tr>
<td>54151S</td>
<td>Programmer Analyst</td>
<td>$149.62</td>
<td>$154.11</td>
<td>$158.73</td>
<td>$163.49</td>
<td>$168.39</td>
<td></td>
</tr>
<tr>
<td>54151S</td>
<td>Project Manager</td>
<td>$181.36</td>
<td>$186.80</td>
<td>$192.40</td>
<td>$198.17</td>
<td>$204.12</td>
<td></td>
</tr>
<tr>
<td>54151S</td>
<td>Software Developer</td>
<td>$167.76</td>
<td>$172.79</td>
<td>$177.97</td>
<td>$183.31</td>
<td>$188.81</td>
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<tr>
<td>54151S</td>
<td>Subject Matter Expert</td>
<td>$226.70</td>
<td>$233.50</td>
<td>$240.51</td>
<td>$247.73</td>
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<tr>
<td>54151S</td>
<td>System Administrator</td>
<td>$149.62</td>
<td>$154.11</td>
<td>$158.73</td>
<td>$163.49</td>
<td>$168.39</td>
<td></td>
</tr>
<tr>
<td>54151S</td>
<td>System Architect</td>
<td>$167.76</td>
<td>$172.79</td>
<td>$177.97</td>
<td>$183.31</td>
<td>$188.81</td>
<td></td>
</tr>
<tr>
<td>54151S</td>
<td>Systems Engineer</td>
<td>$167.76</td>
<td>$172.79</td>
<td>$177.97</td>
<td>$183.31</td>
<td>$188.81</td>
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</tr>
<tr>
<td>811212</td>
<td>Technician I**</td>
<td>$62.22</td>
<td>$64.09</td>
<td>$66.01</td>
<td>$67.99</td>
<td>$70.03</td>
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<tr>
<td>811212</td>
<td>Technician II</td>
<td>$90.93</td>
<td>$93.66</td>
<td>$96.47</td>
<td>$99.36</td>
<td>$102.34</td>
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<tr>
<td>54151S</td>
<td>Telecom Engineer</td>
<td>$136.02</td>
<td>$140.10</td>
<td>$144.30</td>
<td>$148.63</td>
<td>$153.09</td>
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</tr>
<tr>
<td>54151S</td>
<td>Unix Administrator</td>
<td>$149.62</td>
<td>$154.11</td>
<td>$158.73</td>
<td>$163.49</td>
<td>$168.39</td>
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<tr>
<td>54151S</td>
<td>Web Application Developer</td>
<td>$126.95</td>
<td>$130.76</td>
<td>$134.68</td>
<td>$138.72</td>
<td>$142.88</td>
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</tbody>
</table>

### SCA Matrix

<table>
<thead>
<tr>
<th>SCA Eligible Labor Category</th>
<th>SCA Equivalent code title</th>
<th>Wage determination no.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative Specialist</td>
<td>01311 - Secretary I</td>
<td>2015-4143</td>
</tr>
<tr>
<td>Technician I</td>
<td>23181 - Electronics Technician Maintenance I</td>
<td>2015-4143</td>
</tr>
</tbody>
</table>

The Service Contract Labor Standards, formerly the Service Contract Act (SCA), apply to this contract and it includes SCLS applicable labor categories. Labor categories and fixed price services marked with a (**) in this pricelist are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCLS/SCA matrix. The prices awarded are in line with the geographic scope of the contract (i.e., nationwide).
Appendix B – Labor Category Descriptions

Administrative Specialist
Minimum Education: Associates
Minimum Experience: 1 Year
Daily Job Functions: Performs high level of administrative support work under general supervision for information technology related projects and personnel. Types and proofreads. Maintains filing system. Answers telephones and routine requests, schedules meetings, performs mail distribution, and makes travel arrangements.

Business Analyst
Minimum Education: Bachelor's Degree
Minimum Experience: 3 Years
Daily Job Functions: Prepares financial and business-related analysis and research in such areas as financial and expense performance, rate of return, depreciation, working capital, and investments for information technology related projects and programs. Assists in the development of business policies and conducts special financial and business-related studies.

Cloud Engineer/Architect
Minimum Education: Bachelor's Degree
Minimum Experience: 6 Years
Daily Job Functions: Applies knowledge and expertise designing, deploying, and supporting systems in cloud environments across multiple disciplines including systems engineering, security engineering, software engineering, database administration, database development, and/or network engineering. Designs IT solutions involving cloud technologies and cloud-based environments. Provides cloud services expertise, including open-source technology, software development, system engineering, scripting languages, and multiple cloud provider environments. May support designing, developing, and deploying Web services in the cloud. Has knowledge and experience with programming languages such as Java, Python and Ruby and a broad range of cloud technologies which may include OpenStack, Linux, Amazon Web Services, Google compute engine, Microsoft Azure and Docker. Supports and provides guidance for implementation of APIs, orchestration, automation, DevOps and databases. Develops and maintains project documentation. Responsible for project deliverables. May supervise and/or provide technical direction to one or more subordinates.

Cloud Program Cybersecurity Specialist
Minimum Education: Bachelor's Degree
Minimum Experience: 3 Years
Daily Job Functions: Implements enterprise and system security requirements for systems involving cloud technologies and deployed in or supporting cloud environments. Analyzes user, policy, and regulatory requirements and resource demands and coordinates with customer organization to establish and define programs, resources, and risks. Provides strategy for and performs monitoring, auditing, scanning, and other technical analysis and reporting as needed for compliance with security requirements. May supervise and/or provide technical direction to one or more subordinates.

Cloud Program Database Specialist
Minimum Education: Bachelor's Degree
Minimum Experience: 4 Years
Daily Job Functions: Designs, maintains, and/or administers databases in a cloud environment. Applies knowledge and experience with database technologies, development methodologies, and front-end (e.g., COGNOS)/back-end programming languages (e.g., SQL). May develop and maintain data models and data dictionaries. Performs database programming and supports systems design. Develops processes and scripts to support extraction, transformation, and loading of data. Complies with database standards and procedures. Assists and provides guidance to users on accessing various databases. Supports QC and auditing of databases to ensure accuracy and appropriate use of data. May design, implement, and maintains complex databases, with support for database environment and scripts, access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Supports planning and projection for long-range requirements for database administration and design in conjunction with other managers in the information systems function. May devise and implement overall strategies for data backup and recovery, data replication, and disaster recovery. Provides expertise for file design and storage, and integration of systems through database design. May supervise and/or provide technical direction to one or more subordinates.
Cloud Program Software Engineer
Minimum Education: Bachelor’s Degree
Minimum Experience: 3 Years
Daily Job Functions: Participates in the design of software tools and subsystems for projects involving cloud technologies. Analyzes functional business applications and design specifications for functional activities. Assists in interpreting software requirements and design specifications to code and integrates and tests software components. Prepares required documentation. May support refactoring of applications to support migration to cloud environments and/or improve efficiency and performance. May provide configuration management support, software development environment tool support, and/or automation of software engineering tasks using DevSecOps tools and processes. May supervise and/or provide technical direction to one or more subordinates.

Cloud Program System Administrator
Minimum Education: Bachelor’s Degree
Minimum Experience: 3 Years
Daily Job Functions: Provides system administration support for wide variety of IT related systems and networks within a cloud environment, including high volume/high availability systems. Maintains overall system efficiency and operation by conducting routine system administration tasks, including monitoring and performing preventative maintenance on supported systems and logging system support in system admin logs. Responsible for installation of software as well as applying required patches and upgrades. Applies knowledge and expertise in debugging protocols and processes within a cloud environment to troubleshoot problems and issues identified by customers and implement corrective actions quickly. May provide user account administration support. May supervise and/or provide technical direction to one or more subordinates.

Cloud Program Systems Engineer
Minimum Education: Bachelor’s Degree
Minimum Experience: 3 Years
Daily Job Functions: Provides analysis and engineering related to the design, development, and integration of hardware, software, man-machine interfaces and all system level requirements to provide an integrated IT solution deployed in or supporting cloud environments. Develops integrated system test requirement, strategies, devices and systems. May supervise and/or provide technical direction to one or more subordinates.

Cloud Project Manager
Minimum Education: Bachelor’s Degree
Minimum Experience: 5 Years
Daily Job Functions: Serves as project manager for a large, complex IT related Task Order or contract involving cloud technologies. Assists Program Manager in working with Government Contracting Officer, contract or task-level Contracting Officer’s Representative, Government management personnel, and customer agency representatives. Responsible for developing the Project Management Work Plan and other contract documents to provide cloud services and implement solutions in cloud-based environments. Directs the day-to-day efforts of the contractor technical personnel. Ensures the quality of deliverable documents, software, engineering plans, or installations. Monitors activities under the contract to ensure that all activities are properly executed in accordance with TO requirements and the Contracting Officer’s Technical Representative (COTR) direction. Performs enterprise-wide horizontal integration planning and interfaces to other functional systems.

Database Administrator
Minimum Education: Bachelor’s Degree
Minimum Experience: 5 Years
Daily Job Functions: Designs, implements, and maintains moderately complex databases. Includes maintenance of database dictionaries and integration of systems through database design. Competent to work on most phases of database administration.
Disaster Recovery Specialist
Minimum Education: Bachelor's Degree
Minimum Experience: 5 Years
Daily Job Functions: The Disaster Recovery Specialist will serve as a senior leader on the Disaster Recovery team. This team supports both the DR and High Availability (HA) Programs. The DR Specialist should be a broad technologist who understands many different technology platforms and can apply basic technical concepts to multiple scenarios. They should understand core concepts and methodologies of Disaster Recovery, including replication types, and be able to speak intelligently to technical designs as well as spot potential issues. The Specialist will be responsible for planning, organizing, scheduling, follow up, problem resolution and status reporting on global Disaster Recovery Testing and Infrastructure projects, to ensure that each is completed on time and within budget, and that the deliverables meet business and technical requirements and various other similar aspects.

Help Desk Specialist
Minimum Education: Bachelor's Degree
Minimum Experience: 2 Years
Daily Job Functions: Provides first and second-tier support to end users for either PC, server, or mainframe applications and hardware. Responds to and diagnoses problems through discussions with users. Includes problem recognition, research, isolation, and resolution steps. May involve use of problem management database and help desk systems. May interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Escalates more complex problems. Assists in the evaluation of business problems, evaluates and recommends vendor packages, and implements required software. May assist in the evaluation of personnel end-user computing packages and equipment as well as in the implementation and testing of prototypes. Consults with client area management and staff regarding PC and LAN systems and equipment problems or malfunctions and recommends solutions.

IT Specialist
Minimum Education: Bachelor's Degree
Minimum Experience: 3 Years
Daily Job Functions: Manage technical support for all of computing resources and communications systems. This includes performing repair and preventative maintenance on personal computers, laptops, wireless devices, software and other related peripheral devices. The technical specialist coordinates equipment installations and the maintenance of hardware/software inventories on company computers and systems and troubleshoots software and hardware failures and identifies network problems and provides technical assistance to resolve issues.

Network Architect
Minimum Education: Bachelor's Degree
Minimum Experience: 3 Years
Daily Job Functions: Provides mid-level architectural expertise to managers and technical staff. Develops architectural products and deliverables for the enterprise and operational business lines. Supports the development of strategy of system and the design infrastructure necessary to support that strategy. Advises on selection of technological purchases with regards to processing, data storage, data access, and applications development. Sets standards for the client/server relational database structure for the organization. Advises of feasibility of potential future projects to management.

Network Engineer
Minimum Education: Bachelor's Degree
Minimum Experience: 6 Years
Daily Job Functions: Assists with the installation and support of network communications. Follows standard practices and procedures in analyzing situations involving readily identifiable problems. Assists in the planning of large-scale systems projects.

Principal Network Engineer
Minimum Education: Bachelor's Degree
Minimum Experience: 3 Years
Daily Job Functions: Provides analysis related to the design, development, and implementation of a network. Develops test strategies, devices, and systems. Performs stress and performance tests on a variety of computer networks.
Program Manager
Minimum Education: Bachelor's Degree
Minimum Experience: 12 Years
Daily Job Functions: Plans, organizes, and controls the overall activities of the contract and Task Orders. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contract personnel, and communicating policies, purposes, and goals of organization to subordinates. The Program Manager serves as primary client interface; confers with management on strategic issues and maximizes efficiency in achieving contract and Task Order cost, schedule, and technical quality parameters; performs and meets contract administrative requirements, identifies, and ensures the effectiveness of any corrective action resolution. In addition to management skills, the Program Manager directs and provides ADP expertise for all phases of program/projects from inception through completion across all SOW Functional Areas, and when appropriate, will serve as a Task Order Project Manager.

Programmer Analyst
Minimum Education: Bachelor's Degree
Minimum Experience: 3 Years
Daily Job Functions: Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and documenting programs. Supports client computer application design and performance objectives.

Project Manager
Minimum Education: Bachelor's Degree
Minimum Experience: 6 Years
Daily Job Functions: Serves as project manager for a large, complex information technology related Task Order or contract. Assists Program Manager in working with Government Contracting Officer, contract or task-level Contracting Officer’s Representative, government management personnel, and customer agency representatives. Responsible for developing the Project Management Work Plan and other contract documents. Directs the day-to-day efforts of the contractor technical personnel. Ensures the quality of deliverable documents, software, engineering plans, or installations. Monitors activities under the contract to ensure that all activities are properly executed in accordance with Task Order requirements and the COTR’s direction. Performs enterprise-wide horizontal integration planning and interfaces to other functional systems.

Software Developer
Minimum Education: Bachelor's Degree
Minimum Experience: 10 Years
Daily Job Functions: Participates in the design of software tools and subsystems to support reuse and domain analysis. Assists with design specification and code. Analyzes functional business applications and design specifications for functional activities. Prepares required documentation. Enhances software to reduce operating time or improve efficiency. Participates in the design of software tools and subsystems to support reuse and domain analysis. Assists in interpreting software requirements and design specifications to code and integrates and tests software components.

Subject Matter Expert
Minimum Education: Bachelor's Degree
Minimum Experience: 5 Years
Daily Job Functions: Serves as subject matter expert, possessing extensive knowledge of a particular area, such as business, computer science, engineering, mathematics, or the various sciences. Provides technical knowledge and analysis of highly specialized applications and operational environments, mid-level functional systems analysis, design, integration, documentation and implementation advice on exceptionally complex problems that need extensive knowledge of the subject matter for effective implementation. Participates as needed in all phases of software development with emphasis on the planning, analysis, testing, integration, documentation, and presentation phases. Applies principles, methods and knowledge of the functional area of capability to specific task order requirements, advanced mathematical principles and methods to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at automated solutions.
**System Administrator**

**Minimum Education:** Bachelor's Degree

**Minimum Experience:** 3 Years

**Daily Job Functions:** Must have experience in conducting routine system administration tasks and logging data in system admin logs. Systems administrators are responsible for maintaining system efficiency. Experience in maintaining troubleshooting a wide variety of information technology related systems and networks to include high volume/high availability systems. Must have knowledge on a number of debugging protocols and processes. Must be able to troubleshoot problems and issues identified by customers and implement corrective actions quickly.

**System Architect**

**Minimum Education:** Bachelor's Degree

**Minimum Experience:** 10 Years

**Daily Job Functions:** Provides oversight and management of system administrators or other technical staff. Designs information technology solutions in support projects and objectives. Develops and maintains project documentation. Coordinates project related procurements, develops project schedules, and manages project and contract resources. Responsible for project deliverables. Provides third level support for network related issues. Must have excellent written and oral communications skills and be able to present technical concepts to non-technical audiences.

**Systems Engineer**

**Minimum Education:** Bachelor's Degree

**Minimum Experience:** 3 Years

**Daily Job Functions:** Provides analysis and engineering related to the design, development, and integration of hardware, software, man-machine interfaces and all system level requirements to provide an integrated IT solution. Develops integrated system test requirement, strategies, devices, and systems. Directs overall system level testing.

**Technician I**

**Minimum Education:** Associates Degree

**Minimum Experience:** 3 Years

**Daily Job Functions:** Serves as field engineer. Performs various and difficult tasks under minimum supervision. Possess knowledge and understanding of digital – analog copiers, digital Service for Monochrome laser printers, digital Service for color printers including solid ink, laser and inkjet based. Plotter equipment including wide-format, facsimile equipment including secure fax, multifunction printers and copiers, network set up, trouble shooting and repairing, LAN cabling systems, media, preparation for installation of hardware and software, AV equipment, security cameras, cable testing, cable trouble shooting. May perform administrative tasks such as, documenting results, completing daily reports, inventory of materials and supplies. Contact and arrange for higher level technician to solve higher end service calls. Maintain parts and supplies inventory, deliver supplies as needed. Pick up empty toner cartridges from designated locations.

**Technician II**

**Minimum Education:** Associates Degree

**Minimum Experience:** 5 Years

**Daily Job Functions:** Serves as Senior field engineer supervising other technicians assigned to the site. Performs various and difficult tasks under minimum supervision. Possess knowledge and understanding of digital – analog copiers, digital Service for Monochrome laser printers, digital Service for color printers including solid ink, laser and inkjet based. Plotter equipment including wide-format, facsimile equipment including secure fax, multifunction printers and copiers, network set up, trouble shooting and repairing, LAN cabling systems, media, Audio Video equipment, security camera, preparation for installation of hardware and software, cable testing, cable trouble shooting. May perform administrative tasks such as, documenting results, completing daily reports, inventory of materials and supplies.
Telecom Engineer
Minimum Education: Bachelor's Degree
Minimum Experience: 5 Years
Daily Job Functions: Responsible for moderately complex engineering and/or analytical activities associated with one or more technical areas within the telecommunications function (such as, but not limited to, network design, engineering, implementation, or operations/user support). Monitors and responds to complex technical control facility hardware and software problems. Interfaces with vendor support service groups to ensure proper escalation during outages or periods of degraded system performance. Maintains PBX/systems and associated hardware.

Unix Administrator
Minimum Education: Bachelor's Degree
Minimum Experience: 5 Years
Daily Job Functions: Has the thorough knowledge to create plans to assure effective management, operations, and maintenance of systems and/or networks. Manages teams of system administrators and is able to prioritize work and identify high-risk critical problems and dedicate appropriate resources. Has extensive knowledge of a wide variety of systems and networks to include high volume/high availability systems. Must be able to schedule jobs, execute restores, and restart failed jobs. Additionally, must be able to troubleshoot failed jobs down to the root cause level and document steps used to solve the issue and prevent future occurrences.

Web Application Developer
Minimum Education: Bachelor's Degree
Minimum Experience: 3 Years
Daily Job Functions: Designs, creates software, debugs, deploys and implements internal and external web pages and applications.
Appendix C – Terms & Conditions

SIN 511210 – SOFTWARE LICENSES

A. When acquired by the ordering activity, commercial computer software and related documentation shall be subject to the following:

i. Title to and ownership of the software and documentation shall remain with the Contractor, unless otherwise specified.

ii. Software licenses are by site and by ordering activity. An ordering activity is defined as a cabinet level or independent ordering activity. The software may be used by any subdivision of the ordering activity (service, bureau, division, command, etc.) that has access to the site the software is placed at, even if the subdivision did not participate in the acquisition of the software. Further, the software may be used on a sharing basis where multiple agencies have joint projects that can be satisfied by the use of the software placed at one ordering activity’s site. This would allow other agencies access to one ordering activity's database. For ordering activity public domain databases, user agencies and third parties may use the computer program to enter, retrieve, analyze and present data. The user ordering activity will take appropriate action by instruction, agreement, or otherwise, to protect the Contractor’s proprietary property with any third parties that are permitted access to the computer programs and documentation in connection with the user ordering activity's permitted use of the computer programs and documentation. For purposes of this section, all such permitted third parties shall be deemed agents of the user ordering activity.

iii. Except as provided above, the ordering activity shall not provide or otherwise make available the software or documentation, or any portion thereof, in any form, to any third party without the prior written approval of the Contractor. Third parties do not include prime Contractors, subcontracts and agents of the ordering activity who have the ordering activity's permission to use the licensed software and documentation at the facility, and who have agreed to use the licensed software and documentation only in accordance with these restrictions. This provision does not limit the right of the ordering activity to use software, documentation, or information therein, which the ordering activity may already have or obtains without restrictions.

iv. The ordering activity shall have the right to use the software and documentation with the run-time computing environment (e.g. operating system, virtual machine, mobile operating system, processor etc.) to be specifically identified for which it is acquired at any other facility/user device to which that time computing environment may be transferred, or in cases of Disaster Recovery, the ordering activity has the right to transfer the software to another site/user device if the ordering activity site for which it is acquired is deemed to be unsafe for ordering activity personnel; to use the software and documentation with a backup time computing environment when the primary is inoperative; to copy computer programs for safekeeping (archives) or backup purposes; to transfer a copy of the software to another site/user for purposes of benchmarking new hardware and/or software; and to modify the software and documentation or combine it with other software, provided that the unmodified portions shall remain subject to these restrictions.

v. "Commercial Computer Software" may be marked with the Contractor's standard commercial restricted rights legend, but the schedule contract and schedule pricelist, including this clause, "Utilization Limitations" are the only governing terms and conditions, and shall take precedence and supersede any different or additional terms and conditions included in the standard commercial legend.

vi. Licensee Data belongs exclusively to Licensee, regardless of where the Data may reside at any moment in time including, but not limited to Licensor hardware, networks or other infrastructure and facilities where Data may reside, transit through or be stored from time to time. Licensor makes no claim to a right of ownership in Licensee Data. Licensor agrees to keep the Licensee Data Confidential as that term is defined in the relevant FAR and DFARS provisions pertaining to Confidential Information and Confidentiality. Licensor is not permitted to use Licensee’s data for a purpose that is not explicitly granted in writing by Licensee. Upon Licensee request,
for any reason whatsoever, Licensor must promptly return all Licensee Data in Licensor’s possession in a format as may be designated at the time of request by Licensee.

vii. Licensee may create or hire others (including Licensor) to create modifications, customizations or other enhancements to the Software which might be classified as “Derivative Works” of the software. Unless otherwise negotiated and mutually agreed upon at the order level, the intellectual property (IP) rights to the Derivative Works shall be owned by the owner of the underlying intellectual property. The Derivative Work[s] shall be made available to the Licensee through a royalty free, perpetual worldwide, no charge license to the Licensee.

B. Term License Cessation

i. After a software product has been on a continuous term license for a period of N/A (months, a fully paid-up, non-exclusive, perpetual license for the software product shall automatically accrue to the ordering activity. The period of continuous term license for automatic accrual of a fully paid-up perpetual license does not have to be achieved during a particular fiscal year; it is a written Contractor commitment which continues to be available for software that is initially ordered under this contract, until a fully paid-up perpetual license accrues to the ordering activity. However, should the term license of the software be discontinued before the specified period of the continuous term license has been satisfied, the perpetual license accrual shall be forfeited. Contractors who do not commercially offer conversions of term licenses to perpetual licenses shall indicate that their term licenses are not eligible for conversion at any time.

ii. The administrative fee to support the transfer of licenses, exclusive of any new incremental licensing or maintenance costs shall be N/A percentage (%) of the original license fee. The fee shall be paid only at the time of transfer. In applying the transfer fee, the Software Contractor shall provide transactional data that supports the original costs of the licenses.

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

SIN 54151 – SOFTWARE MAINTENANCE

All services shall be billed in arrears in accordance with 31 U.S.C. 3324.

SIN 54151ECOM – ELECTRONIC COMMERCE AND SUBSCRIPTION SERVICES

A. Acceptance Testing: Acceptance testing shall be performed of the systems for ordering activity approval in accordance with the approved test procedures. Management and operations pricing shall be provided 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.

B. Normal commercial installation, operation, maintenance, and engineering interface training on the system shall be provided. If there is a separate charge, it must be stated as an attachment to the GSA Price List (I-FSS-600 CONTRACT PRICE LISTS (OCT 2016)).

C. Monthly summary report may be provided to the Ordering Activity in accordance with commercial practice.

D. All services shall be billed in arrears in accordance with 31 U.S.C. 3324.

SIN 33411 – HARDWARE

Installation, deinstallation and/or reinstallation – fees to be determined at the task order level.
1) Service Areas
   a) The maintenance and/or repair service rates per the contract are applicable to any ordering activity locations within a 150 mile radius of the Contractor/Original Equipment Manufacturer (OEM) service points. If any additional charge is to apply because of the greater distance from the Contractor/OEM service locations, the mileage rate or other distance factor shall be negotiated at the Task Order level.
   b) When maintenance and/or repair services cannot be performed at the ordering activity installation site, the repair services will be performed at the Contractor's plant(s) listed below:

<table>
<thead>
<tr>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>1462 Erie BLVD STE 207A</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>City</th>
<th>State</th>
<th>Zip Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Schenectady, New York</td>
<td>12305</td>
<td></td>
</tr>
</tbody>
</table>

2) Loss or Damage
   When the Contractor moves equipment to its/OEM location for repairs, the Contractor shall be responsible for any damage or loss, from the time the equipment is removed from the ordering activity installation, until the equipment is returned to such installation.

3) Scope
   a) The Contractor shall provide maintenance for all equipment listed herein, as requested by the ordering activity during the contract term. Repair service and repair parts/spare parts shall apply exclusively to the equipment types/models within the scope of the Information Technology Category.
   b) Equipment placed under maintenance service shall be in good operating condition.
      i) In order to determine that the equipment is in good operating condition, the equipment shall be subject to inspection by the Contractor, without charge to the ordering activity.
      ii) Costs of any repairs performed for the purpose of placing the equipment in good operating condition shall be borne by the Contractor, if the equipment was under the Contractor/OEM guarantee/warranty or maintenance responsibility prior to the effective date of the maintenance order.
      iii) If the equipment was not under the Contractor/OEM responsibility, the costs necessary to place the equipment in proper operating condition are to be borne by the ordering activity, in accordance with the provisions of the contract.

4) Responsibilities
   a) For equipment not covered by a maintenance contract or warranty, repair service personnel shall complete repairs as soon as possible after notification by the ordering activity that service is required. Within the service areas, this repair service should normally be done within 4 hours after notification.
   b) If the Ordering Activity task or delivery order specifies a factory authorized/certified service personnel then the Contractor is obligated to provide such a factory authorized/certified service personnel for the equipment to be repaired or serviced, unless otherwise agreed to in advance between the Ordering Activity and the Contractor.
5) Maintenance Rate Provisions

a) The Contractor shall bear all costs of maintenance, including labor, parts, and such other expenses as are necessary to keep the equipment in good operating condition, provided that the required repairs are not occasioned by fault or negligence of the ordering activity.

   ii) Regular Hours: The basic monthly rate for each make and model of equipment shall entitle the ordering activity to maintenance service during a mutually agreed upon nine (9) hour principal period of maintenance, Monday through Friday, exclusive of holidays observed at the ordering activity location.

   iii) After Hours: Should the ordering activity require that maintenance be performed outside of regular hours, charges for such maintenance, if any, will be specified in the GSA Price List (I-FSS-600 CONTRACT PRICE LISTS (OCT 2016). Periods of less than one hour will be prorated to the nearest quarter hour.

   iv) Travel and Transportation: If any charge is to apply, over and above the regular maintenance rates, due to the distance between the ordering activity location and the Contractor/OEM’s service area, the charge will be negotiated at the Task Order level.

<table>
<thead>
<tr>
<th>Indicate if there will be an additional charge for travel and transportation.</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>IRS milage reimbursement</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

b) Quantity Discounts from listed maintenance service rates for multiple equipment owned and/or leased by an ordering activity shall be provided below.

<table>
<thead>
<tr>
<th>Quantity Range</th>
<th>Discounts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Units X</td>
<td>0%</td>
</tr>
<tr>
<td>Units X</td>
<td>0%</td>
</tr>
<tr>
<td>Units X</td>
<td>0%</td>
</tr>
</tbody>
</table>
SIN 811212 – HARDWARE REPAIR SERVICE ORDER TERMS

1) Service Areas
   a) The maintenance and/or repair service rates per the contract are applicable to any ordering activity locations within a 150 mile radius of the Contractor/Original Equipment Manufacturer (OEM) service points. If any additional charge is to apply because of the greater distance from the Contractor/OEM service locations, the mileage rate or other distance factor shall be negotiated at the Task Order level.

   b) When maintenance and/or repair services cannot be performed at the ordering activity installation site, the repair services will be performed at the Contractor’s plant(s) listed below:

   1462 Erie BLVD STE 207A

   Address

   Schenectady, New York 12305

   City State Zip Code

2) Loss or Damage
   When the Contractor moves equipment to its/OEM location for repairs, the Contractor shall be responsible for any damage or loss, from the time the equipment is removed from the ordering activity installation, until the equipment is returned to such installation.

3) Scope
   a) The Contractor shall provide maintenance for all equipment listed herein, as requested by the ordering activity during the contract term. Repair service and repair parts/spare parts shall apply exclusively to the equipment types/models within the scope of the Information Technology Category.

   b) Equipment placed under maintenance and/or service shall be in good operating condition.

      i) In order to determine that the equipment is in good operating condition, the equipment shall be subject to inspection by the Contractor, without charge to the ordering activity.

      ii) Costs of any repairs performed for the purpose of placing the equipment in good operating condition shall be borne by the Contractor, if the equipment was under the Contractor/OEM guarantee/warranty or maintenance responsibility prior to the effective date of the maintenance order.

      iii) If the equipment was not under the Contractor/OEM responsibility, the costs necessary to place the equipment in proper operating condition are to be borne by the ordering activity, in accordance with the provisions of the contract.

4) Responsibilities
   a) For equipment not covered by a maintenance contract or warranty, repair service personnel shall complete repairs as soon as possible after notification by the ordering activity that service is required. Within the service areas, this repair service should normally be done within 4 hours after notification.

   b) If the Ordering Activity task or delivery order specifies a factory authorized/certified service personnel then the Contractor is obligated to provide such a factory authorized/certified service personnel for the
equipment to be repaired or serviced, unless otherwise agreed to in advance between the Ordering Activity and the Contractor.

5) Repair Service Rate Provisions

a) Charges for repair service will include the labor charge, computed at the rates set forth below, for the time during which repairmen are actually engaged in work, and, when applicable, the charge for travel or transportation.

b) Multiple Machines: When repairs are ordered by the ordering activity on two or more machines located in one or more buildings within walking distance of each other, the charges will be computed from the time the repairman commences work on the first machine, until the work is completed on the last machine. The time required to go from one machine to another, or from one building to another, will be considered actual work performance, and chargeable to the ordering activity, provided the time consumed in going between machines (or buildings) is reasonable.

c) At the Contractor/OEM’s Facility

i) When equipment is returned to the Contractor/OEM’s Facility for adjustments or repairs which are not covered by the guarantee/warranty provision, the cost of transportation, packing, etc. from the ordering activity location to the Contractor’s plant, and return to the ordering activity location, shall be borne by the ordering activity.

ii) The ordering activity should not return defective equipment to the Contractor/OEM for adjustments and repairs or replacement without prior consultation and instruction.

d) At the Ordering Activity Location (Within Established Service Areas)

i) When equipment is repaired at the ordering activity location, and repair service rates are established for service areas or zones, the listed rates are applicable to any ordering activity location within such service areas or zones. No extra charge, time, or expense will be allowed for travel or transportation of repairmen or machines to or from the ordering activity office; such overhead is included in the repair service rates.

e) At the Ordering Activity Location (Outside Established Service Areas)

i) If repairs are to be made at the ordering activity location, and the location is outside the service area terms defined in the GSA Price list. Rates negotiated at the task order will apply.

ii) When the overall travel charge computed at the above mileage rate is unreasonable (considering the time required for travel, actual and necessary transportation costs, and the allowable ordering activity per diem rate for each night the repairman is required to remain overnight at the ordering activity location), the ordering activity shall have the option of reimbursing the Contractor for actual costs, provided that the actual costs are reasonable and allowable. The Contractor shall furnish the ordering activity with a report of travel performed and related expenses incurred. The report shall include departure and arrival dates, times, and the applicable mode of travel.

f) Labor Rates

i) Regular Hours: Contract rates shall entitle the ordering activity to repair service during the period 8:00 a.m. to 5:00 p.m., Monday through Friday, exclusive of holidays observed at the ordering activity location. There shall be no additional charge for repair service, which was requested during regular hours, but performed at the convenience of the Contractor outside the regular hours.

ii) After Hours: Should the ordering activity require that service be performed outside of regular hours, charges for such service, if any, will be specified in the GSA Price List (I-FSS-600 CONTRACT PRICE LISTS (OCT 2016). Periods of less than one hour will be prorated to the nearest quarter hour.
iii) Sundays and Holidays: When the ordering activity requires that repair service be performed on Sundays and Holidays observed at the ordering activity location, the Sundays and Holidays repair service rates shall apply, and will be specified in the GSA Price List (I-FSS-600 CONTRACT PRICE LISTS (OCT 2016). Periods of less than one hour will be prorated to the nearest quarter hour.

Repair Service Rates

<table>
<thead>
<tr>
<th></th>
<th>Minimum Charge * Regular Hours</th>
<th>Hourly Rate After Hours</th>
<th>Hourly Rate Sunday and Holidays</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contractor/OEM Facility</td>
<td>$150</td>
<td>$225</td>
<td>$250</td>
</tr>
<tr>
<td>Ordering Activity Location</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(Within Established Service Areas)</td>
<td>$150 + travel</td>
<td>$225 + travel</td>
<td>$250 + travel</td>
</tr>
<tr>
<td>Ordering Activity Location</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(Outside Established Service Areas)</td>
<td>$150 + travel</td>
<td>$225 + travel</td>
<td>$250 + travel</td>
</tr>
</tbody>
</table>

*MINIMUM CHARGES INCLUDE FULL 2 HOURS ON THE JOB

4) Repair Parts/Spare Parts Rate Provision
   a) All parts, furnished as spares or as repair parts in connection with the repair of equipment, unless otherwise indicated in the GSA Price list shall be new, standard parts manufactured by the OEM.
   b) All parts shall be furnished at the prices indicated in the Contractor's commercial pricelist dated 01/01/2021, at a discount of 0% from such listed prices.