

Cipher

The right answers, right away

**GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE**

GSA CONSOLIDATED SCHEDULE



Cipher Systems, LLC

**GSA Schedule Number
GS-00F-0014P**

**2200 Defense Highway, Suite 400
Crofton, Maryland 21114
(410) 451-6889 (v)
(410) 349-0948 (f)**

GENERAL SERVICES ADMINISTRATION

Federal Supply Service

GSA Consolidated Schedule

Authorized Federal Supply Schedule Price List

FPDS/ SIN	Special Item Number Description (SIN)		FPDS/ SIN	Special Item Number Description (SIN)
Group R	Professional, Management, and Administrative Services		Group D	IT and Telecommunication Services [See Notes 2,3 & 4]
C R422	Marketing, Media, and Public Information Group		C D307	Automated Information System Design and Integration Services
C R699B	Other Administrative Support Services		C D308	Programming Services
			C D311	IT Data Conversion Services
			C D399	Other IT and Telecommunication Services
Group 70	IT Equipment and Software		Group U	Training Services
C 7030	IT Software		C U012	IT Software & Equipment, and Telecommunications Training
			C U099	Other Education and Training Services

- Note 1:** Installation must be incidental to, in conjunction with and in direct support of the products sold under purchase of product sins of this contract and cannot be purchased separately. If the construction, alteration or repair is segregable and exceeds \$2,000, then the requirements of the Davis-Bacon act apply.
- Note 2:** All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.
- Note 3:** Offerors and Agencies are advised that the GSA Consolidated Schedule is not to be used as a means to procure services which properly fall under the Brooks Act. These services include, but are not limited to, architectural, engineering, mapping, cartographic production, remote sensing, geographic information systems, and related services. FAR 36.6 distinguishes between mapping services of an A/E nature and mapping services which are not connected nor incidental to the traditionally accepted A/E Services.
- Note 4:** This solicitation is not intended to solicit for the reselling of IT Professional Services, except for the provision of implementation, maintenance, integration, or training services in direct support of a product. Under such circumstances the services must be performance by the publisher or manufacturer or one of their authorized agents.

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Business Size: Small

Contract Number: GS-00F-0014P

Period Covered By Contract: from December 15, 2003 to December 13, 2008

Action	Mod. No.	Effective Date	Comments
Award	0	December 15, 2003	Initial Award
R422 MOBIS	5	July 5, 2005	New SIN Addition

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

Modification History

Action	Mod. No.	Effective Date	Comments
Only Group D and 70	0	December 15, 2003	Initial Award
New SIN Group R422	1	January 1, 2004	Market Research SIN's added
All Special Item Numbers [SIN]	2	January 1, 2004	New IFF Rate
Group R422	3	March 15, 2005	EPA Adjustment
Group D and 70	4	May 11, 2005	EPA Adjustment
New R422 MOBIS	5	August 1, 2006	New SIN Addition

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SPECIAL NOTICES 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) contain 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 Activity 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.

Chapter 1 Information for Ordering Activity

Chapter 1: Information for Ordering Activity

1. Geographic Scope of Contract

Domestic delivery is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities.

Overseas delivery is delivery to points outside of the 48 contiguous states, Washington, DC, Alaska, Hawaii, Puerto Rico, and U.S. Territories.

Cipher Systems is requested to check one of the following boxes:

The Geographic Scope of Contract will be domestic and overseas delivery.

The Geographic Scope of Contract will be overseas delivery only.

The Geographic Scope of Contract will be domestic delivery only.

2. Minimum Order

The minimum dollar value of orders to be issued is \$100.00.

3. Maximum Order

Notice: All dollar amounts in table below are exclusive of any discount for prompt payment.

SIN/FSC	Special Item Number (SIN) Description	Maximum Order Limitation (MOL)
Group 70 – Information Technology [IT] Equipment/Software		
C 7030	IT Software	
	* Perpetual Software License	\$500,000
	* Maintenance of Software	\$500,000
Group D - IT and Telecommunication Services		
C D307	Automated Information System Design & Integration Services	\$500,000
C D308	Programming Services	\$500,000
C D311	IT Data Conversion Services	\$500,000
C D399	Other IT and Telecommunication Services	\$500,000
Group U - Training Services		
C U012	IT Software & Equipment, and Telecommunications Training	\$100,000
C U099	Other Education and Training Services	\$1,000,000
Group R - Professional and Administrative Services		
C R422	Marketing, Media, and Public Information Group	\$1,000,000
C R499	Management, Organizational and Business Improvement Services (MOBIS)	\$1,000,000
C R699B	Document and Records Management Services	\$1,000,000

4. Point(s) of Production

The point of production of products is identified in the body of the equipment and software list.

5. Discounts

A. Categories

Prices shown in the pricelist are Net Prices. All discounts have been applied.

Prompt Payment:	None
Quantity:	None
Dollar Volume:	None
Government Educational Institutions:	Same as Other Government Agencies
Other:	None

B. NET Billing

Cipher Systems provides net billing to Ordering Activity that use the Government-wide commercial purchase card. Net billing provision ensures that discounts offered by Cipher are deducted at the point of sale and guarantee such discount arrangements.

6. Trade Agreements Act of 1979, as amended:

All items listed herein are U.S. made end products, designated country end products, Caribbean Basin country end products, Canadian end products, or Mexican end products as defined in the Trade Agreements Act of 1979, as amended.

7. Delivery Provisions

1) Time of Delivery.

Cipher Systems will deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below.

SIN	Group	Description	Delivery (Days ARO)
C 7030	70	IT Software	30*
* Delivery time may be less based on availability at the time of the order			

2) Expedited Delivery

When possible, Cipher will offer Expedited Delivery. The Ordering Activity must notify Cipher in a timely manner and Cipher in turn will confirm the possibility of expediting the order. The proposed delivery schedule will be stated in writing.

3) Overnight and 2-Day Delivery

If product is available, Cipher will offer overnight and/or 2 day delivery. Cipher will require confirmation of the ordering activity on the transportation charges applicable to the order. The Point of Contact will be:

Ed Jarrell -- (410) 451-6889.

4) Urgent Requirements.

When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an Ordering Activity, agencies are encouraged, if time permits, to contact Cipher for the purpose of obtaining accelerated delivery. Cipher will reply to the inquiry within 3 workdays after receipt. (Telephonic replies will be confirmed by Cipher in writing.) If Cipher offers an accelerated delivery time acceptable to the Ordering Activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame will be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

8. FOB Declaration

For CONUS sites:	FOB Destination
For OCONUS sites:	For those destinations outside of the 48 contiguous States; i.e. Alaska, Hawaii, the Commonwealth of Puerto Rico, and overseas locations as specified by the Ordering Activity, Cipher will delivery product via FOB inland carrier to point of exportation with the transportation charges to be paid by the Government from the point of exportation to the destination as designated by the Ordering Activity.

9. Ordering Information and Procedures

A. Ordering Address

Cipher Systems, LLC.
2200 Defense Highway, Suite 400
Crofton, Maryland 21114

B. Payment Address

Cipher Systems, LLC.
2200 Defense Highway, Suite 400
Crofton, Maryland 21114

C. Government Purchase Cards

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

D. Technical and Ordering Assistance

The following telephone number can be used by ordering agencies to obtain technical and/or ordering assistance:

Ed Jarrell - (410) 451-6889

10. Cipher Systems Commitments, Warranties, and Representations:

- 1) For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:
 - (1) Time of delivery/installation quotations for individual orders;
 - (2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/service/software package submitted in response to requirements which result in orders under this schedule contract.
 - (3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by Cipher.
- 2) The above is not intended to encompass items not currently covered by the GSA Consolidated Schedule Contract.

11. Export Packing Provision

Export packing is available at extra cost outside the scope of this contract.

12. LIABILITY FOR INJURY OR DAMAGE

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

13. Statistical Data for Government Ordering Office Completion of Standard Form 279

Block 9: G. Order/Modification under Federal Schedule B

Block 16: Data Universal Numbering System (DUNS) Number: **01-8405048**

Block 30: Type of Contractor - **Other Small Business**

Block 31: Woman-Owned Small Business - **No**

Block 36: Cipher's Taxpayer Identification Number (TIN) – **06-1462763**

4a. CAGE Code: 1T0G7

4b. Cipher Systems, LLC is registered on the Central Contractor Registration Database

14. Use of Federal Supply Service Information Technology Schedule Contracts [In accordance with FAR 8.404]

Note: Special ordering procedures have been established for Special Item Number (SIN), Information Technology Professional Service; refer to the terms and conditions for those SINs [see Chapter 4].

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

a. Orders placed at or below the micro-purchase threshold.

Ordering activities can place orders at or below the micro-purchase threshold with any Federal Supply Schedule Contractor.

b. Orders exceeding the micro-purchase threshold but not exceeding the maximum order threshold.

Orders should be placed with the Schedule Contractor that can provide the supply or service that represents the best value. Before placing an order, ordering activities should consider reasonably available information about the supply or service offered under MAS contracts by using the "GSA Advantage!" on-line shopping service, or by reviewing the catalogs/pricelists of at least three Schedule Contractors and selecting the delivery and other options available under the schedule that meets the ordering activity's needs. In selecting the supply or service representing the best value, the ordering activity may consider--

- (1) Special features of the supply or service that are required in effective program performance and that are not provided by a comparable supply or service;
- (2) Trade-in considerations;
- (3) Probable life of the item selected as compared with that of a comparable item;
- (4) Warranty considerations;
- (5) Maintenance availability;
- (6) Past Performance; and
- (7) Environmental and energy efficiency considerations.

c. Orders exceeding the maximum order threshold.

Each schedule contract has an established maximum order threshold. This threshold represents the point when it is advantageous for the ordering activity to seek a price reduction. In addition to following the procedures in paragraph b, above, and before placing an order that exceeds the maximum order threshold, ordering activities shall---

Review additional Schedule Contractors'

- (1) catalogs/pricelists or use the "GSA Advantage!" on-line shopping service;
- (2) Based upon the initial evaluation, generally seek price reductions from the Schedule Contractor(s) appearing to provide the best value (considering price and other factors); and
- (3) After price reductions have been sought, place the order with the Schedule Contractor that provides the best value and results in the lowest overall cost alternative. If further price reductions are not offered, an order may still be placed, if the ordering activity determines that it is appropriate.

Note: For orders exceeding the maximum order threshold, Cipher may:

- (1) Offer a new lower price for this requirement (the Price Reductions clause is not applicable to orders placed over the maximum order in FAR 52.216-19 Order Limitations);
- (2) Offer the lowest price available under the contract; or
- (3) Decline the order (orders must be returned in accordance with FAR 52.216-19).

d. Blanket Purchase Agreements (BPAs)

The establishment of Federal Supply Schedule BPAs is permitted when following the ordering procedures in FAR 8.404. All schedule contracts contain BPA provisions. Ordering activities may use BPAs to establish accounts with Contractors to fill recurring requirements. BPAs should address the frequency of ordering and invoicing, discounts, and delivery locations and times.

e. Price Reductions

In addition to the circumstances outlined in paragraph c, above, there may be instances when Ordering activities will find it advantageous to request a price reduction. For example, when the ordering activity finds a schedule supply or service elsewhere at a lower price or when a BPA is being established to fill recurring requirements, requesting a price reduction could be advantageous. The potential volume of orders under these agreements, regardless of the size of the individual order, may offer the ordering activity the opportunity to secure greater discounts. Schedule Contractors are not required to pass on to all schedule users a price reduction extended only to an individual ordering activity for a specific order.

f. Small Business

For orders exceeding the micro-purchase threshold, ordering activities should give preference to the items of small business concerns when two or more items at the same delivered price will satisfy the requirement.

g. Documentation

Orders should be documented, at a minimum, by identifying Cipher the item was purchased from, the item purchased, and the amount paid. If an ordering activities requirement in excess of the micro-purchase threshold is defined so as to require a particular brand name, product, or feature of a product peculiar to one manufacturer, thereby precluding consideration of a product manufactured by another company, the ordering activity shall include an explanation in the file as to why the particular brand name, product or feature is essential to satisfy the ordering activity's needs.

15. Federal Information Technology/Telecommunication Standards Requirements

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

1) Federal Information Processing Standards Publications (FIPS PUBS)

Information Technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with the applicable "FIPS Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Information concerning their availability and applicability should be obtained from the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, Virginia 22161. FIPS PUBS include voluntary standards when these are adopted for Federal use. Individual orders for FIPS PUBS should be referred to the NTIS Sales Office, and orders for subscription service should be referred to the NTIS Subscription Officer, both at the above address, or telephone number (703) 487-4650.

2) Federal Telecommunication Standards (FED-STDS)

Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STDS) should not be acquired unless a waiver has been granted in accordance with the applicable "FED-STD." Federal Telecommunication Standards are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Ordering information and information concerning the availability of FED-STDS should be obtained from the GSA, Federal Supply Service, Specification Section, 470 East L'Enfant Plaza, Suite 8100, SW, Washington, DC 20407, telephone number (202)619-8925. Please include a self-addressed mailing label when requesting information by mail. Information concerning their applicability can be obtained by writing or calling the U.S. Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number (301)975-2833

16. Security Requirements

In the event security requirements are necessary, the ordering activities may incorporate, in their delivery orders, a security clause in accordance with current laws, regulations, and individual ordering activity policy; however, the burden of administering the security requirements shall be with the ordering activity. If any costs are incurred as a result of the inclusion of security requirements, such costs will not exceed ten percent (10%) or \$100,000, of the total dollar value of the order, whichever is less

17. Contract Administration for Ordering Activity

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

18. GSA Advantage!

GSA Advantage! is an on-line, interactive electronic information and ordering system that provides on-line access to vendors' schedule prices with ordering information. GSA Advantage! will allow the user to perform various searches across all contracts including, but not limited to:

1. Manufacturer;
2. Manufacturer's Part Number; and
3. Product Categories.

Agencies can browse GSA Advantage! by accessing the Internet World Wide Web utilizing a browser (ex.: NetScape). The Internet address is <http://www.fss.gsa.gov>.

19. Purchase of Open Market Items

NOTE: Open Market Items are also known as incidental items, non-contract items, non-Schedule items, and items not on a Federal Supply Schedule contract. ODCs (Other Direct Costs) are not part of this contract and should be treated at open market purchases. Ordering Activities procuring open market items must follow FAR 8.401(d).

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

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

20. Overseas Activities

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

- a. In place of an installation date for equipment, a shipping date shall be specified on the order.
- b. Cipher agrees to pre-install all ordered software on the equipment, ready for use.

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

21. Blanket Purchase Agreements (BPAs)

Federal Acquisition Regulation (FAR) 13.303-1(a) defines Blanket Purchase Agreements (BPAs) as "...a simplified method of filling anticipated repetitive needs for supplies or services by establishing 'charge accounts' with qualified sources of supply." The use of Blanket Purchase Agreements under the Federal Supply Schedule Program is authorized in accordance with FAR 13.303-2(c)(3), which reads, in part, as follows:

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

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

22. Contractor Team Arrangements

Contractors participating in contractor team arrangements must abide by all terms and conditions of their respective contracts. This includes compliance with Clauses 552.238-74, Industrial Funding Fee and Sales Reporting, Contractor's Reports of Sales and 552-238-76, Industrial Funding Fee, i.e., each contractor (team member) must report sales and remit the IFF for all products and services provided under its individual contract.

23. INSTALLATION, DEINSTALLATION, REINSTALLATION

The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of \$2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall received less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds \$2,000, then the requirements of the Davis-Bacon Act applies.

The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation

services under SIN 7030.

24. SECTION 508 COMPLIANCE.

If applicable, Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT) at the following: <http://www.Cipher-Sys.com>.

The EIT standard can be found at www.Section508.gov/.

25. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES.

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

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

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

Certification By Contractor

“I HEREBY CERTIFY THAT THE ITEMS, DISCOUNTS, PRICES, TERMS, AND CONDITIONS IN THE CATALOG OR PRICELIST FURNISHED TO THE CONTRACTING OFFICER AND DISTRIBUTED TO THE ORDERING OFFICES, ARE IDENTICAL TO THOSE ACCEPTED BY THE GOVERNMENT AND THAT AWARDED, AS WELL AS NON-AWARDED ITEMS, ARE CLEARLY AND PROPERLY IDENTIFIED.”

Chapter
2

Group 70

Software Licenses & Maintenance

TERMS AND CONDITIONS
GROUP 70 – PERPETUAL SOFTWARE LICENSES AND
MAINTENANCE OF GENERAL PURPOSE
COMMERCIAL INFORMATION TECHNOLOGY SOFTWARE**Chapter 2: Purchase and Maintenance of Software****1. INSPECTION/ACCEPTANCE**

Cipher shall only tender for acceptance those items that conform to the requirements of this contract. The ordering activity reserves the right to inspect or test any software that has been tendered for acceptance. The ordering activity may require repair or replacement of nonconforming software at no increase in contract price. The ordering activity must exercise its post-acceptance rights (1) within a reasonable time after the defect was discovered or should have been discovered; and (2) before any substantial change occurs in the condition of the software, unless the change is due to the defect in the software.

2. GUARANTEE/WARRANTY

- a. Unless specified otherwise in this contract, Cipher's standard commercial guarantee/warranty as stated in the contract's commercial pricelist will apply to this contract.

For Cipher Systems' COTS software offered pursuant to the terms of this contract, the licenses will be unconditionally guaranteed for defects in the software Chapter 11 Knowledge.Works Product listing.

- b. Cipher warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract.
- c. Limitation of Liability. Except as otherwise provided by an express or implied warranty, Cipher will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted items.

3. TECHNICAL SERVICES

Cipher Systems, without additional charge to the ordering activity, provides a hot line technical support number:

Ed Jarrell - (410) 451-6889

for the purpose of providing user assistance and guidance in the implementation of the software. The technical support number is available from 8:00 AM to 5:00 PM EST.

4. SOFTWARE MAINTENANCE

- a. Software maintenance service shall include the following:
 - (i) Revisions within a version,
 - (ii) Patches, and
 - (iii) Bug fixes.
- b. Invoices for maintenance service shall be submitted by Cipher on a quarterly or monthly basis, after the completion of such period. Maintenance charges must be paid in arrears (31 U.S.C. 3324). PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE

5. PERIODS OF TERM LICENSES AND MAINTENANCE

- a. Cipher shall honor orders for periods for the duration of the contract period or a lesser period of time.
- b. Term licenses and/or maintenance may be discontinued by the ordering activity on thirty (30) calendar days written notice to Cipher.
- c. Annual Funding. When annually appropriated funds are cited on an order for term licenses and/or maintenance, the period of the term licenses and/or maintenance shall automatically expire on September 30 of the contract period, or at the end of the contract period, whichever occurs first. Renewal of the term licenses and/or maintenance orders citing the new appropriation shall be required, if the term licenses and/or maintenance is to be continued during any remainder of the contract period.
- d. Cross-Year Funding Within Contract Period. Where an ordering activity's specific appropriation authority provides for funds in excess of a 12 month (fiscal year) period, the ordering activity may place an order under this schedule contract for a period up to the expiration of the contract period, notwithstanding the intervening fiscal years.
- e. Ordering activities should notify Cipher in writing thirty (30) calendar days prior to the expiration of an order, if the term licenses and/or maintenance is to be terminated at that time. Orders for the continuation of term licenses and/or maintenance will be required if the term licenses and/or maintenance is to be continued during the subsequent period.

6. UTILIZATION LIMITATIONS

- a. Software acquisition is limited to commercial computer software defined in FAR Part 2.101.
- b. When acquired by the ordering activity, commercial computer software and related documentation so legend shall be subject to the following:
 - (1) Title to and ownership of the software and documentation shall remain with Cipher, unless otherwise specified.
 - (2) Software licenses are by site and by ordering activity. An ordering activity is defined as a cabinet level or independent ordering activity. The software may be used by any subdivision of the ordering activity (service, bureau, division, command, etc.) that has access to the site the software is placed at, even if the subdivision did not participate in the acquisition of the software. Further, the software may be used on a sharing basis where multiple agencies have joint projects that can be satisfied by the use of the software placed at one ordering activity's site. This would allow other agencies access to one ordering activity's database. For ordering activity public domain databases, user agencies and third parties may use the computer program to enter, retrieve, analyze and present data. The user ordering activity will take appropriate action by instruction, agreement, or otherwise, to protect Cipher'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.

- (3) Except as is provided in paragraph 8.b(2) above, the ordering activity shall not provide or otherwise make available the software or documentation, or any portion thereof, in any form, to any third party without the prior written approval of Cipher. Third parties do not include prime Contractors, subcontractors and agents of the ordering activity who have the ordering activity's permission to use the licensed software and documentation at the facility, and who have agreed to use the licensed software and documentation only in accordance with these restrictions. This provision does not limit the right of the ordering activity to use software, documentation, or information therein, which the ordering activity may already have or obtains without restrictions.
- (4) The ordering activity shall have the right to use the computer software and documentation with the computer for which it is acquired at any other facility to which that computer may be transferred, or in cases of disaster recovery, the ordering activity has the right to transfer the software to another site if the ordering activity site for which it is acquired is deemed to be unsafe for ordering activity personnel; to use the computer software and documentation with a backup computer when the primary computer is inoperative; to copy computer programs for safekeeping (archives) or backup purposes; to transfer a copy of the software to another site for purposes of benchmarking new hardware and/or software; and to modify the software and documentation or combine it with other software, provided that the unmodified portions shall remain subject to these restrictions.
- (5) "Commercial Computer Software" may be marked with the Contractor's standard commercial restricted rights legend, but the schedule contract and schedule pricelist, including this clause, "Utilization Limitations" are the only governing terms and conditions, and shall take precedence and supersede any different or additional terms and conditions included in the standard commercial legend.

7. 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 the result of a change in operating system, or from one computer system to another. Under a perpetual license (C 7030/132-33), the purchase price of the new software shall be reduced by the amount that was paid to purchase the earlier version.

8. DESCRIPTIONS AND EQUIPMENT COMPATIBILITY

Cipher shall include, in the schedule pricelist, a complete description of each software product and a list of equipment on which the software can be used. Also, included shall be a brief, introductory explanation of the modules and documentation which are offered.

9. RIGHT-TO-COPY PRICING

Cipher shall insert the discounted pricing for right-to-copy licenses, refer to Chapter 11.

Chapter
3

IT Training

TERMS AND CONDITIONS**GROUP U – PURCHASE OF TRAINING COURSES
FOR GENERAL PURPOSE COMMERCIAL
INFORMATION TECHNOLOGY EQUIPMENT AND SOFTWARE****Chapter 3: IT Training Classes****1. SCOPE**

- a. Cipher Systems shall provide training courses normally available to commercial customers, which will permit ordering activity users to make full, efficient use of general purpose commercial IT products. Training is restricted to training courses for those products within the scope of this solicitation.
- b. Cipher shall provide training at its facility and/or at the ordering activity's location, as agreed to by Cipher and the ordering activity.

2. ORDER

Written orders, EDI orders (GSA Advantage! and FACNET), credit card orders, and orders placed under blanket purchase agreements (BPAs) shall be the basis for the purchase of training courses in accordance with the terms of this contract. Orders shall include the student's name, course title, course date and time, and contracted dollar amount of the course.

3. TIME OF DELIVERY

Cipher shall conduct training on the date (time, day, month, and year) agreed to by Cipher and the ordering activity.

4. CANCELLATION AND RESCHEDULING

- a. The ordering activity will notify Cipher at least seventy-two (72) hours before the scheduled training date, if a student will be unable to attend. Cipher will then permit the ordering activity to either cancel the order or reschedule the training at no additional charge. In the event the training class is rescheduled, the ordering activity will modify its original training order to specify the time and date of the rescheduled training class.
- b. In the event the ordering activity fails to cancel or reschedule a training course within the time frame specified in paragraph a, above, the ordering activity will be liable for the contracted dollar amount of the training course. Cipher agrees to permit the ordering activity to reschedule a student who fails to attend a training class within ninety (90) days from the original course date, at no additional charge.
- c. The ordering activity reserves the right to substitute one student for another up to the first day of class.
- d. In the event Cipher is unable to conduct training on the date agreed to by Cipher and the ordering activity, Cipher must notify the ordering activity at least seventy-two (72) hours before the scheduled training date.

5. FOLLOW-UP SUPPORT

Cipher agrees to provide each student with unlimited telephone support for a period of one (1) year from the completion of the training course. During this period, the student may contact Cipher's instructors for refresher assistance and answers to related course curriculum questions.

6. PRICE FOR TRAINING

The price that the ordering activity will be charged will be the ordering activity training price in effect at the time of order placement, or the ordering activity price in effect at the time the training course is conducted, whichever is less.

7. INVOICES AND PAYMENT

Invoices for training shall be submitted by Cipher after ordering activity completion of the training course. Charges for training must be paid in arrears (31 U.S.C. 3324). PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.

8. FORMAT AND CONTENT OF TRAINING

- a. Cipher shall provide written materials (i.e., manuals, handbooks, texts, etc.) normally provided with course offerings. Such documentation will become the property of the student upon completion of the training class.
- b. For hands-on training courses, there must be a one-to-one assignment of IT equipment to students.
- c. Cipher shall provide each student with a Certificate of Training at the completion of each training course.
- d. Cipher shall provide the following information for each training course offered:
 - (1) The course title and a brief description of the course content, to include the course format (e.g., lecture, discussion, hands-on training);
 - (2) The length of the course;
 - (3) Mandatory and desirable prerequisites for student enrollment;
 - (4) The minimum and maximum number of students per class;
 - (5) The locations where the course is offered;
 - (6) Class schedules; and
 - (7) Price (per student, per class (if applicable)).
- e. For those courses conducted at the ordering activity's location, instructor travel charges (if applicable), including mileage and daily living expenses, must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Contractors cannot use GSA city pair contracts.

For the list of training courses refer to Appendix H. Instructor rates are either shown in the training pricelist, embedded within the course offering, or can be found separately as labor rates under Professional Training Service Rates. Travel Reimbursements and Other Direct Charges for Professional Training Services will be consistent to the terms and conditions of this contract.

9. "NO CHARGE" TRAINING

Cipher doesn't offer a formal "no charge" training program. There are common customer services to assist the client in their initial purchase of goods sold.

Chapter

4

Professional IT Services

TERMS AND CONDITIONS**GROUP D: – PROFESSIONAL INFORMATION TECHNOLOGY
(IT) SERVICES****Notice**

All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately. Offerors and Agencies are advised that the Information Technology Professional Services portion of the Schedule is not to be used as a means to procure services which properly fall under the Brooks Act. These services include, but are not limited to, architectural, engineering, mapping, cartographic production, remote sensing, geographic information systems, and related services. FAR 36.6 distinguishes between mapping services of an A/E nature and mapping services which are not connected nor incidental to the traditionally accepted A/E services.

Chapter 4: Professional Information Technology Service [Group D]**1. SCOPE**

- a. The prices, terms and conditions stated under Special Item Numbers for Information Technology Professional Services and Special Item Numbers for Electronic Commerce Services apply exclusively to IT Services within the scope of this GSA Schedule.
- b. Cipher shall provide services at Cipher Systems' facility and/or at the ordering activity location, as agreed to by Cipher and the ordering activity.

2. PERFORMANCE INCENTIVES (I-FCI-60) (MAY 2003)

- a. Performance incentives may be agreed upon between Cipher and the ordering activity on individual orders or Blanket Purchase Agreements, under this contract in accordance with this clause.
- b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions, on individual orders or Blanket Purchase Agreements.
- c. Incentives should be designed to relate results achieved by Cipher 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 Cipher. Incentives shall be based on objectively measurable tasks.

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

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

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

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

(a) When ordering services, ordering activities shall—

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

- (i) A statement of work (a performance-based statement of work is preferred) that outlines, at a minimum, the work to be performed, location of work, period of performance, deliverable schedule, applicable standards, acceptance criteria, and any special requirements (i.e., security clearances, travel, special knowledge, etc.) should be prepared.
- (ii) The request should include the statement of work and request Cipher to submit either a firm-fixed price or a ceiling price to provide the services outlined in the statement of work. A firm-fixed price order shall be requested, unless the ordering activity makes a determination that it is not possible at the time of placing the order to estimate accurately the extent or duration of the work or to anticipate cost with any reasonable degree of confidence. When such a determination is made, a labor hour or time-and-materials proposal may be requested. The firm-fixed price shall be based on the prices in the schedule contract and shall consider the mix of labor categories and level of effort required to perform the services described in the statement of work. The firm-fixed price of the order should also include any travel costs or other incidental costs related to performance of the services ordered, unless the order provides for reimbursement of travel costs at the rates provided in the Federal Travel or Joint Travel Regulations. A ceiling price must be established for labor-hour and time-and-materials orders.
- (iii) The request may ask Cipher, if necessary or appropriate, to submit a project plan for performing the task, and information on Cipher's experience and/or past performance performing similar tasks.
- (iv) The request shall notify Cipher what basis will be used for selecting Cipher to receive the order. The notice shall include the basis for determining whether Cipher are technically qualified and provide an explanation regarding the intended use of any experience and/or past performance information in determining technical qualification of responses.

(2) Transmit the Request to Contractors:

- (i) Based upon an initial evaluation of catalogs and price lists, the ordering activity should identify Cipher that appear to offer the best value (considering the scope of services offered, pricing and other factors such as contractors' locations, as appropriate) and transmit the request as follows:
- (ii) The request shall be provided to three (3) contractors if the proposed order is estimated to exceed the micro-purchase threshold, but not exceed the maximum order threshold.
- (iii) For proposed orders exceeding the maximum order threshold, the request should be provided to an appropriate number of additional contractors that offer services that will meet the ordering activity's needs.
- (iv) In addition, the request shall be provided to any contractor who specifically requests a copy of the request for the proposed order.
- (v) Ordering activities should strive to minimize Cipher' costs associated with responding to requests for quotes for specific orders. Requests should be tailored to the minimum level necessary for adequate evaluation and selection for order placement. Oral presentations should be considered, when possible.

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

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

- (b) The establishment of Federal Supply Schedule Blanket Purchase Agreements (BPAs) for recurring services is permitted when the procedures outlined herein are followed. All BPAs for services must define the services that may be ordered under the BPA, along with delivery or performance time frames, billing procedures, etc. The potential volume of orders under BPAs, regardless of the size of individual orders, may offer the ordering activity the opportunity to secure volume discounts. When establishing BPAs, ordering activities shall—

- (1) Inform contractors in the request (based on the ordering activity's requirement) if a single BPA or multiple BPAs will be established, and indicate the basis that will be used for selecting Cipher to be awarded the BPAs.

- (i) **SINGLE BPA:** Generally, a single BPA should be established when the ordering activity can define the tasks to be ordered under the BPA and establish a firm-fixed price or ceiling price for individual tasks or services to be ordered. When this occurs, authorized users may place the order directly under the established BPA when the need for service arises. The schedule contractor that represents the best value should be awarded the BPA. (See FAR 8.404)
- (ii) **MULTIPLE BPAs:** When the ordering activity determines multiple BPAs are needed to meet its requirements, the ordering activity should determine which contractors can meet any technical qualifications before establishing the BPAs. When establishing multiple BPAs, the procedures in (a)(2) above must be followed. The procedures at (a)(2) do not apply to orders issued under multiple BPAs. Authorized users must transmit the request for quote for an order to all BPA holders and then place the order with the BPA holder that represents the best value.

- (2) **Review BPAs Periodically:** Such reviews shall be conducted at least annually. The purpose of the review is to determine whether the BPA still represents the best value. (See FAR 8.404)

- (c) The ordering activity should give preference to small business concerns when two or more contractors can provide the services at the same firm-fixed price or ceiling price.

- (d) When the ordering activity's requirement involves both products as well as executive, administrative and/or professional, services, the ordering activity should total the prices for the products and the firm-fixed price for the services and select Cipher that represents the best value. (See FAR 8.404)
- (e) The ordering activity, at a minimum, should document orders by identifying Cipher from which the services were purchased, the services purchased, and the amount paid. If other than a firm-fixed price order is placed, such documentation should include the basis for the determination to use a labor-hour or time-and-materials order.

For ordering activity requirements in excess of the micro-purchase threshold, the order file should document the evaluation of Schedule contractors' quotes that formed the basis for the selection of Cipher that received the order and the rationale for any trade-offs made in making the selection.

- (f) For ordering activity procedures for other services available on schedule at fixed prices for specifically defined services or tasks should use the procedures in FAR 8.404. These procedures are listed in the pricelist, under "Information for ordering activities," paragraph #14.

4. ORDER

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

5. PERFORMANCE OF SERVICES

- a. Cipher shall commence performance of services on the date agreed to by Cipher and the ordering activity.
- b. Cipher agrees to render services only during normal working hours, unless otherwise agreed to by Cipher 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 Cipher travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Cipher travel. Cipher cannot use GSA city pair contracts.

6. 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.

7. INSPECTION OF SERVICES

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

8. RESPONSIBILITIES OF CIPHER SYSTEMS

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

9. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

10. INDEPENDENT CONTRACTOR

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

11. ORGANIZATIONAL CONFLICTS OF INTEREST**a. Definitions.**

“Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

“Contractor and its affiliates” and “Contractor or its affiliates” refers to Cipher, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving Cipher, any entity into or with which Cipher subsequently merges or affiliates, or any other successor or assignee of Cipher.

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 Cipher and its affiliates, may either (i) result in an unfair competitive advantage to Cipher or its affiliates or (ii) impair Cipher’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 Cipher, 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.

12. INVOICES

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

13. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003)) applies to labor-hour orders placed under this contract.

14. RESUMES

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

15. 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.

16. APPROVAL OF SUBCONTRACTS

The ordering activity may require that Cipher 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.

17. DESCRIPTION OF IT SERVICES AND PRICING

17.1 Professional Information Technology [IT] Position Category

The Professional Services Information Technology position descriptions are found in **Appendix C**. The Professional Service IT Rate Tables appear in **Appendix D**. The Pricing Tables are presented in Position Categories as applicable to IT Services.

Category	
2	Architecture/Design/Analysis
3	Contract Administrator Services
4	Database Design and Development
5	Engineering Support Services
7	Knowledge Management Support
8	Security Assurances
9	Program/Project Management
10	Software Design & Development
14	Consulting Services

Chapter

5

Marketing, Media, and Public
Information Group [MMPI]**TERMS AND CONDITIONS
PROFESSIONAL AND ADMINISTRATIVE SERVICES [GROUP R]****MARKETING, MEDIA, AND PUBLIC INFORMATION GROUP [C R422/C R701/C R708]****Notice**

The Service Contract Act of 1965, as amended (FAR Clause 52.222-41) is applicable to Non-Professional Labor Categories Proposed.

Chapter 5: Marketing, Media, and Public Information Group [Group R422]**1. Overview****1.1 Background**

In general, Marketing, Media, and Public Information (MMPI) Group offers an array of services that encompass the needs of the Government in areas such as Public Education and Outdoor Marketing and Media Services; Radio, Television, and Public Service Announcements; Direct Mail Services; Commercial Photography Services; Commercial Art and Graphic Design Services; Market Research, Media Analysis and Related Services; Press and Public Relations; Web Site Design and Maintenance; Trade Shows/Exhibits and Conference and Events Planning Services; Full Service Marketing, Media and Public Information Services; and Videotape and Film Production Services

1.2 Purpose

This Schedule offers a full range of Marketing, Media, and Public Information Services that will provide a means for Federal activities to satisfy needs that cannot be met through “in-house” production. Cipher shall provide marketing, media, and public information services as specified in Task Orders placed under this Federal Supply Schedule. The schedule will allow Federal activities for formulating short and long-range goals to increase public awareness of products and services, improve new products and services, and create, change or reinforce an image of a product or service. Cipher will analyze Federal programs and develop marketing, media and public information strategies that promote agencies’ missions.

1.3 Scope of Work

Cipher is offering Internet Services to design and implement internal, local, national, and/or international campaigns to inform the public of various issues including but not limited to: recruitment needs, disaster information, educational needs, drug awareness, medical and retirement programs, and/or any other aspect of an agency’s mission.

Cipher shall provide services that support agencies in the preparation of writing copy, artwork, graphics, and other creative work, and shall place such works in electronic media. Cipher shall provide direct support for the writing and editing of materials, which will include but are not limited to video, audio, and public service announcements.

Cipher shall be required to assess the educational needs of a target audience, compare them to the needs addressed by current public information reports, and address any changes that must be made. Cipher shall provide all actors/actresses as required, unless the Federal activity chooses to use employees for print work and/or videos. Cipher shall have an establishment that primarily engages in these types of services. Cipher shall be responsible for obtaining all necessary permits and licenses and for complying with all applicable Federal, State, and Municipal laws. Cipher may not retain or use any material produced under Task Order for self-promotion, except with the written permission of the Ordering Activity.

Upon termination or completion of all work under the Task Order, Cipher shall comply with the agency requirements for disposal. All materials produced or delivered under the Task Order will become and remain the property of the Government.

There shall be no dissemination or publication, except within and between Cipher and any subcontractors, of information developed under each separate Task Order or contained in the reports to be furnished pursuant to the Task Order without prior written approval of the Contracting Officer. All data produced in performance of the Task Order shall be the sole property of the Government. Cipher agrees not to assert rights at common law or equity and not to establish any claim to statutory copyright in such data in whole or in part in any manner or form nor authorize others to do so, without prior written consent of the Contracting Officer. This does not restrict the use or publication of such data by the Cipher or its employees.

Cipher shall have releases from all persons recognizably photographed or recorded, including guardians or parents of minors employed in the creation or production of any of the services provided for under the Task Order. The releases shall enable Cipher to own free-and-clear the work or contribution of the talent for the period specified in the Task Order. As a prerequisite to completion of a production or increment thereof, Cipher shall assign all such releases to the Government. The releases shall enable the Government to exhibit the production at any time and through any method of projection or transmission, whether television, radio, still photographs, or otherwise, without limitation.

The quality of contractor services, supplies and equipment shall meet the recognized and generally accepted standards of the commercial motion picture industry, using American National Standards Institute (ANSI) standards, Society of Motion Picture and Television Engineers (SMPTE) practice, Association of Cinema and Video Laboratories (ACVL) procedures and motion picture film manufacturer's recommended specifications. Cipher shall adhere to the regulations of the Federal Communications Commission and all other standards and regulations pertaining to this solicitation.

Cipher shall provide all media in a format that is compatible with the Ordering Activity's software requirements. Cipher shall be responsible for furnishing all items used in performing the Task Order unless otherwise specified or approved by the Contracting Officer. Cipher will act independently and not as an agent of the Government. Cipher shall furnish all services, experienced personnel, materials, equipment, and/or facilities in accordance with the specific requirements outlined in Task Orders issued by individual agencies. Cipher shall initiate work only when so directed by a Task Order, which has been signed by a Contracting Officer from the Ordering Activity.

Cipher will be required to inquire with agencies prior to accepting any task order if there are any specific rules, regulations or laws that must be complied with before performing the order, i.e., convention centers for trade shows may require exhibitors only employ union labor for installation and dismantling of exhibits.

Cipher is required to pay all up front changes i.e., Trade Shows/Exhibits and Conference and Events Planning Services. The individual agency Task Orders will provide additional information on responsibility of payment. Cipher is required to pay for all appropriate services on time in conjunctions with any Task Orders issued.

Cipher may be required to provide all phase, content and execution in more than one language and in accessible formats for the physically challenged. Cipher may be required to furnished measurable results of any service provide for under the Statement of Work.

2. Special Item Number [SIN] Definitions

2.1 Market Research, Media Analysis and Related Services [SIN 738-1]

Cipher and its Teaming Partners shall review, revise and/or develop as required customized strategic marketing plans that will formulate short and long-range goals to increase public awareness of products, services, and issues. Cipher shall identify the best target audience and or work with a target audience indicated, establish measurable marketing objectives, determine market trends and conditions, identify appropriate strategies and recommend tactics to meet those objectives. Market trends and analysis may be required, additionally other types of services such as conducting focus groups, telemarketing, individual interviews, preparing and distributing surveys, and compiling/analyzing results may be required, but are not limited to these services. Call centers, may be required. Call centers provide information to the public via inbound toll-free telephone service, and or provides outbound telemarketing services.

2.2 WEB Site Design and Maintenance Services [SIN 738-2]

Cipher shall create, develop, administer, and/or enhance existing web site designs including any accompanying graphics/documents associated with the web site. **Cipher** shall provide media in a format that is compatible with the Ordering Activity's software requirements. **Cipher** may also be required to provide continual web site updates and maintenance.

2.3 Trade Shows/Exhibits and Conference and Events Planning Services [SIN 738-3]

Contractors shall be responsible for providing a wide range of services in support of trade shows/exhibits and conference and events planning. Contractors shall make all necessary arrangements for conferences, seminars, trade shows/exhibits. Contractors may be required to conceptualize, design, and produce trade show booths and/or other types of exhibits and their accompanying materials and provide event-marketing services that may include the following services, but are not limited to project management for a show or event, coordination and implementation of third party participation in a booth or event, collection management of third party payment for participation in a booth or event, liaison support for necessary show services paperwork, support and implementation of audio visual and information technology equipment for a show or event (including but not limited to video displays, accompanying music and sound effects, and other types of electronic displays), providing and installing carpet and padding for booth property, preview set-up and dismantling of booth property prior to a show or event, show site set-up and dismantling of the booth property, cleaning, prepping, and storing booth property for future use, and shipping booth property to and from show site.

In preparation for conferences the following types of services may include, but are not limited to pre-conference planning including topic identification, speaker and site selection, reservations for conference facilities, on site meeting support and registration services, editorial services, automation and telecommunications support, design and editing productions, audio visual equipment and operations, mailing and other communication with attendees including pre/post meeting mailings, travel support, and computer support and database creation.

2.4 Press and Public Relations Services [SIN 738-4]

Contractors shall provide customized media and public relation services to include the development of media messages and strategies. Contractors shall additionally recommend media sources for placement of campaigns. Contractors shall prepare media materials including but not limited to background materials, press releases, media alerts, speeches and presentations, and press kits. Contractors shall execute media programs that may include but are not limited to press conferences, distribution of press materials, scheduling broadcast and/or print interviews, and media buying services such as instantaneous satellite services.

2.5 Public Education and Outdoor Marketing and Media Services [SIN 738-5]

Contractors shall provide services that promote public awareness and public education of Federal Government programs and services; and provide outdoor marketing services that will promote agencies' marketing, media, and public information efforts. Types of services include but are not limited to; pamphlets, magazines, booklets, brochures, leaflets, newsletters, newspaper advertisements, and catalogs. Contractors may be required to construct, repair and maintain displays. Types of services may include but are not limited to painted and/or electronic displays, posters, billboards, banners, bulletins, tear cards, balloons, skywriting, and bumper stickers. Novelty items such as key chains are also included and other miscellaneous business services not elsewhere classified. Sites locations may include but are not limited to all manner of transit such as buses to include exterior and interior panels, train and subway stations, taxi tops, truck trailers and airport displays and kiosks.

2.6 Radio, Television, and Public Service Announcements Services [SIN 738-6]

Contractors shall provide radio, television and public service announcements in order to promote public awareness and/or prepare the consumer market for a product or service. Types of services may include but are not limited to the development of radio or television announcements, creative development of draft scripts and storyboards, TV monitoring, paid advertising, media buying, instantaneous satellite services, news clipping services, and ad tracking services.

2.7 Full Service Marketing, Media, and Public Information Services [SIN 738-8]

Cipher and its Team Members, as required, may provide all phases, from conceptualization to execution of marketing, media, and public information services. Cipher and its Team Members shall provide for a broad range of services required by Federal Government agencies for short and long term integrated marketing campaigns.

Cipher and its Team Members shall create solutions using strategically targeted marketing tactics which may include media plans and creative multimedia execution of campaigns using the following types of services, but not limited to: radio, television, outdoor advertising, web site, commercial art/graphic design, photography, trade shows/exhibits and conference and events planning, direct mail, market research, press and public relations, and videotape and film production.

2.8 Direct Mail Services [SIN 738-9]

Cipher and its Team Members shall provide direct mail services that incorporate effective timing of messages, a method of reaching prospects directly, and diversity in advertising formats. Cipher may also be required to compile, reproduce, merge/purge, track, and test mailing services and/or customize mailing lists. Types of services may include but are not limited to address list compilation, addressing services, warehousing/clearinghouse services and mail advertising services including direct mail and postage. Contractors will maximize postage discounts to the Government consistent with mission requirements. Contractors may be required to use the Coding Accuracy Support System (CAS) software and National Change of Address (NCOA) to match addresses with the U.S. Postal Service database.

2.9 Commercial Photography Services [SIN 738-10]

Cipher and its Team Members may provide photography services for commercial advertisements and/or illustrations that will appear in electronic media. This may include black and white, color and digital photography. Types of services may include but are not limited to aerial photography, still photographs/field and studio photography. Also, it may include related services such as photo editing and high resolution scans.

2.10 Commercial Art and Graphic Design Services [SIN 738-11]

Cipher and its Team Members shall provide commercial art (custom or stock), graphic design, and special effects that educate the consumer market about a product or service. Contractors may also be required to update, rewrite and/or edit materials and products. Types of services may include but are not limited to developing conceptual design and layouts, sketches, drawings, publication designs, typographic layouts, and artwork including electronic artwork.

2.11 Videotape and Film Production Services [SIN 738-12]

Cipher and its Team Members shall be required to provide videotape and film production services in order to inform the public and Government agencies about the latest products, services, and/or issues. Videotape and film production includes but is not limited to writing, directing, shooting, arranging for talent, narration, music and sound effects, duplication, distribution, video scoring and editing. The required formats in which to film or duplicate may include but are not limited to 16mm film, 35mm film, BetaCam recorder, CD-ROM, DVD, and/or VHS. Cipher may be required to film in studios, on location, live shows, or events.

3. Description of Professional Services and Pricing

3.1 Professional Position Category

The Professional Position Descriptions are found in **Appendix C**. The Professional Service Rate Tables appear in **Appendix E**. The Pricing Tables are presented in Position Categories as applicable to R422 Services.

Category	
1	Administrative Support Services
3	Contract Administrator Services
7	Knowledge Management Support
9	Program/Project Management
11	Web Professional Services
12	Internet Support Services
13	Management Analysis Services
14	Consulting Services

3.2 Other Services

Cipher offers an array of other services applicable to the R422 offering; see **Appendix E** for details and updates.

Chapter

6

Other Professional Services [MOBIS]

TERMS AND CONDITIONS

PROFESSIONAL AND ADMINISTRATIVE SERVICES [GROUP R]
OTHER PROFESSIONAL SERVICES [MOBIS] [C R499]

Notice

*The Service Contract Act does not apply to Management, Organizational and Business Improvement Services [MOBIS]. All Non-Professional Labor Categories must be incidental to and used solely to support Professional Services and **cannot** be purchased separately.*

Chapter 6: Other Professional Services [MOBIS]**1. Overview****1.1 Purpose & Objectives**

Management, Organizational and Business Improvement Services (MOBIS) Program is a flexible task-order schedule to provide management, organizational and business improvement services so that Federal agencies can improve their mission performance, increase customer satisfaction and transform their operations. MOBIS services can assist agencies in meeting the requirements of the Paperwork Reduction Act, the Government Performance and Results Act and the Clinger-Cohen Act. The GSA Consolidated Schedule provides access to Cipher's companywide resources.

Cipher's services will include but are not limited to: Decision Support Services, Strategic Research, Scenario Planning, Concept Assessments, Market and Industry Audits, Managed Security, eResearch, SIGNET Security, and Knowledge Management.

1.2 Government Provided Support [I-FSS-10FT-100]

As determined by the Ordering Activity, Cipher shall have reasonable access to:

- ✓ Government publications; archival materials; videotape, film, photo, and graphic art repositories; and government employees as is necessary and appropriate to satisfy Cipher's information requirements in completing project work.
- ✓ Managers and employees within agencies where work is being performed those are essential to carrying out contractual obligations; subject matter experts to advise and assist Cipher with respect to technical aspects of operating systems selected for improvement and physical support for carrying out work, such as room space, utility services drawn from existing sources, currently available instructional equipment such as computer terminals and audiovisual display devices when such use does not conflict with the organization's operational schedule.
- ✓ Technical reference material not subject to Privacy Act restrictions.

2. MOBIS Special Item Definitions [SIN]

2.1 Consulting Services [MOBIS SIN 874-1]

Cipher offers a wide variety of consulting services in support of agency’s management, organizational and business improvement efforts. This may include studies, analyses, design, and/or documenting any proposed developmental, consultative or implementation efforts. The objective is to customize management and business solutions to support mission-critical programs. This includes integrating internal and external customers, products and services, technologies, structures processes and systems into a total system approach.

Examples of consultation services include, but are not limited to:

- Conduct Strategic and Business Planning and Analysis
- Conduct Market and Industry Audits
- Conduct Skill Development Reviews
- Provide Technology Assessment
- Improve Business Processes
- Assess Decision Support and Competitive Intelligence Operations
- Conduct Program Audits and Evaluations Reviews
- Conduct Design and Blueprinting Reviews
- Provide SIGINT Development Services Evaluation
- Support Managed Security Audits and Evaluations
- Assess Counter-terrorism Technology Readiness
- Provide Strength Weakness Opportunity Threats [SWOT] Product Evaluations

While a specific MOBIS task may incorporate more than one SubSIN, the professional skill set suggested for SubSIN 874-1 are:

CLIN	Skill Category/Position Title	CLIN	Skill Category/Position Title
	Contract Administration Services		Consulting Services
CIP-CA-01	Lead Contract Administrator	CIP-CS-04	Principal Intelligence Consultant I
CIP-CA-05	Business Manager	CIP-CS-06	Subject Matter Expert
	Management Analysis	CIP-CS-07	Principal Subject Matter Expert I
CIP-MA-01	Management Analyst, Sr.	CIP-CS-08	Principal Subject Matter Expert II
CIP-MA-02	Management Analyst	CIP-CS-09	Principal Consultant I
CIP-MA-03	Operation Research Analyst	CIP-CS-10	Principal Consultant II
CIP-MA-10	Intelligent Analyst		

2.2 Facilitation Services [MOBIS SIN 874-2]

Cipher provides experienced facilitators who provide critical support towards successfully improving the management and organizational structure within an agency. Cipher can be the key ingredient in engaging in collaboration efforts, working with knowledge management groups, or integrating products and processes with self-directed teams. Cipher can act as a neutral party bringing diverse teams and/or groups with common and divergent interests together. The types of facilitation services are, but not limited to:

- Problem Solving Techniques
 - Strategic Intelligence
 - Decision Support
- Convene and Lead Large and Small Group Briefings and Discussions
- Spearhead Fact Finding Meetings Provide Gap Analysis
- Debrief Project Management
- Map out Future Project Direction
- Provide Collection Intelligence Methodology
- Define and Refining the Agenda
- Plan CI/KM/SIGINT Meetings
- Plan Decision Support Meetings
- Establish, Plan, and Conduct Strategic Conferences
- Create, Capture, and Report Conference Surveys
- Analyses Conference Effectiveness
- Record Discussion Content and Focusing Decision-Making
- Prepare Tactical CI Reports and Disseminate

While a specific MOBIS task may incorporate more than one SubSIN, the professional skill set suggested for SubSIN 874-2 are:

CLIN	Skill Category/Position Title	CLIN	Skill Category/Position Title
	Management Analysis		Consulting Services
CIP-MA-01	Management Analyst, Sr.	CIP-CS-04	Principal Intelligence Consultant I
CIP-MA-02	Management Analyst	CIP-CS-06	Subject Matter Expert
CIP-MA-03	Operation Research Analyst	CIP-CS-07	Principal Subject Matter Expert I
		CIP-CS-08	Principal Subject Matter Expert II
		CIP-CS-09	Principal Consultant I
		CIP-CS-10	Principal Consultant II

2.3 Survey Services [MOBIS SIN 874-3]

Cipher will provide a full range of survey services to help ordering activities assess how well the organization is meeting its program goals, objectives and requirements. The methods applied are tailored to produce valid and unbiased results and measure the intended elements of the project.

Cipher shall assist with, and/or perform all phases of the survey process to include, but not limited to:

- Plan Survey Design
- Develop Survey
- Determine Proper Survey Data Collection Methodology
- Build and Maintain Database
- Summaries Survey Results
- Pretest/Pilot Survey -- Sampling
- Assess Reliability and Validity of Data
- Administer Surveys using Various Types of Data Collection Methods
- Analyze Survey Data
 - Quantitative Results
 - Qualitative Results
- Conduct Lessons Learned Review
 - Develop Action Plan
 - Implement Plan

While a specific MOBIS task may incorporate more than one SubSIN, the professional skill set suggested for SubSIN 874-3 are:

CLIN	Skill Category/Position Title	CLIN	Skill Category/Position Title
	Contract Administration Services		Consulting Services
CIP-CA-01	Lead Contract Administrator	CIP-CS-04	Principal Intelligence Consultant I
CIP-CA-05	Business Manager	CIP-CS-06	Subject Matter Expert
	Management Analysis	CIP-CS-07	Principal Subject Matter Expert I
CIP-MA-01	Management Analyst, Sr.	CIP-CS-08	Principal Subject Matter Expert II
CIP-MA-02	Management Analyst	CIP-CS-09	Principal Consultant I
CIP-MA-03	Operation Research Analyst	CIP-CS-10	Principal Consultant II
CIP-MA-04	Research Analyst, Senior		
CIP-MA-05	Research Analyst		
CIP-MA-08	Lead Intelligence Analyst		
CIP-MA-09	Senior Intelligence Analyst		
CIP-MA-10	Intelligence Analyst		
CIP-MA-11	Intelligence/SIGINT Specialist		

2.7 Program Integration and Project Management Services [MOBIS SIN 874-7]

Cipher shall provide as it relates to their field of expertise a diverse set of services in the management, integration, programs and projects activities. These services may include, but are not limited to:

- Assist Program Management Team
 - Provide Strategy, Vision, Prioritization and Direction
- Identify Management Issues
 - Develops Issue-Management Process and Reporting Metrics
- Align and Integrate Program Organizational Elements
 - Conduct Detailed Assessments/Analyses of the Project
 - Develop Cost Effective Tools and Tailored Solutions
- Maintains Program Baseline
- Identifies and Communicates Impact of Scope Changes
- Identify Management Risks
 - Continually Assesses Program and Project Risks
 - Generates Risk-Mitigation Plans
- Explore and Insure Management Benefits
 - Supports Process, Identifying Business Benefits and Aligning them to Program and Project Phases
 - Maintains Program Business Case and Tracks Benefits Realization for Program and Projects

While a specific MOBIS task may incorporate more than one SubSIN, the professional skill set suggested for SubSIN 874-7 are:

CLIN	Skill Category/Position Title	CLIN	Skill Category/Position Title
	Contract Administration Services		Consulting Services
CIP-CA-05	Business Manager	CIP-CS-04	Principal Intelligence Consultant I
	Program/Project Management	CIP-CS-06	Subject Matter Expert
CIP-PM-01	Program Director	CIP-CS-07	Principal Subject Matter Expert I
CIP-PM-02	Senior Program Manager	CIP-CS-08	Principal Subject Matter Expert II
CIP-PM-03	Program Manager	CIP-CS-09	Principal Consultant I
		CIP-CS-10	Principal Consultant II

3. MOBIS Skill Positions

The professional skill position titles and descriptions that closely related to MOBIS Group will follow. The complete list of Skill Categories and their position descriptions are shown in Appendix C. Administrative Support Services [non-exempt personnel] are provided if they directly related to the specific MOBIS project activity but can not be ordered separately.

Chapter
7

**Other Administrative Support Services
[OASS]**

TERMS AND CONDITIONS

OTHER ADMINISTRATIVE SUPPORT SERVICES [OASS] [SIN C R699B]

Notice

Cipher is offering under Group R, Document and Records Management Services [SIN C R699B]. This service assists the Ordering Activity in capturing content for information dissemination through electronic means. This program will provide an array of services that encompass the document production and conversion needs of the Federal Government. There are several Special Item Numbers [SIN] available under this OASS offering [C R699B]. Cipher is offering those below as marked. The rest of the list is for completeness only. Other OASS Services can be provided through the GSA Contractor Teaming Arrangements approved by the Ordering Activity.

Chapter 7: Other Administrative Support Services [OASS]

Service Description		Consolidated Schedule SIN	Schedule 36 IV SIN	Schedule 67 II/III SIN
Group R -- Other Administrative Support Services [OASS]				
☛	Needs Assessment and Analysis Services	C R699B	51-501	
	Education and Training [Non-IT Training]	C 3610	51-504	
☛	Records Management Services	C R699B	51-504	
☛	• File Organization and File Maintenance Services	C R699B	51-504a	
☛	• Storage Services	C R699B	51-504b	
☛	Document Production Services (On Site and Off Site)	C R699B	51-505	
☛	Document Conversion Services	C R699B	51-506	
	Destruction Services	C3615	51-507	
☛	Litigation Support Services	C R699B	51-508	
	Multimedia Duplication and Conversion Services	C R699B		262-52
☛	Film Processing Services	C R010	51-506	

1. Special Item Number Descriptions and Overview

1.1 Needs Assessment and Analysis Services (NAAS) [Schedule 36 IV/SIN 51-501]

The work involved in this contract consists of assisting agencies with NAAS efforts in their organizations. Regardless of the specific approach and strategies described in the technical proposal for each work segment, the work in general shall include consulting services, surveying services, and other related services.

NAAS provides professional support in analyzing, assessing, and developing a customer's requirement as it relates to more efficient use of Office Equipment (including mailroom equipment), Records Management, Document Conversion, Document Productions and other products and services as they relate to this RFP. Based on the agency's overall objectives, Cipher will conduct a comprehensive needs assessment and analysis. This assessment is not offered as part of the purchase of Document Management Products. Cipher will provide recommendations for fulfilling the agency's needs, such as, but not limited to: surveys, technology assessment, purchases, rentals, conversion of rental to purchase, leasing, cost-per-copy, flat-rate monthly fee, document management services, and mailroom services. This procurement will provide a full range of services including but not limited to consultation, surveys, and support services to support or improve the effectiveness of Federal management processes and procedures.

Cipher and its Teams Members will perform all requirement(s) as specified in task and delivery orders under this Federal Supply Schedule (FSS) in accordance with their commercial industry practices.

Scope of Work: Upon the agency's request, contractors may provide a full range of services to support the requirements as a result of the needs assessment and analysis. Cipher may offer the following services but is not limited to:

- *Consultation Services* – Contractors shall provide expert advise, assistance, guidance or counseling in support of agencies' management, organizational and business improvement efforts. They may also include studies, analyses and reports documenting any proposed developmental, consultative, or implementation efforts.
- *Survey Services* – Contractors shall provide expert consultation, assistance, and deliverables associated with all aspects of surveying within the context of NAAS. Contractors shall assist with, and/or perform all phases of the survey process to include, but not limited to: planning, survey design; sampling; survey development; pilot surveys, assessing reliability and validity, administering surveys using various types of data collection methods as appropriate (e.g., computer-assisted surveying, focus groups, written questionnaires, in-person and telephone interviewing) database administration, and analyses of quantitative and qualitative survey data. Production of report to include, but not limited to: description and summary of results with associated graphs, charts, and tables, description of data collection and survey administration methods, discussion of sample characteristics and representatives of data, analysis of non response and debriefings of results to include discussion of recommendation and follow-up recommendations as necessary.

General Requirements: The following general requirements are applicable to NAAS:

- a. Cipher must have the capability to provide an overall assessment of a comprehensive turnkey solution.
- b. Cipher must clearly define the agency's requirements linked to the strategic goals to ensure high quality, cost-efficient solutions.
- c. Cipher must investigate the degree of importance based on objectives to determine the best strategy that will fulfill the requirement.
- d. Cipher must have the capability to collect data that is current and accurate and must maintain the integrity of the investment. Cipher must establish an ongoing dialogue with the agency to discuss the status, report on progress against current work schedule, understand any new issues, or concerns, report on standard product enhancements/revision plans, etc. This ongoing dialogue will allow the government to assess the performance against the original requirements and milestone schedule.
- e. Cipher must deploy a solution that is logically planned, sufficiency secured, easy to apply, administer, and manage.
- f. Cipher's results must be consistent with the scope of the agency requirements. Although, Cipher will make recommendations, the agency will be the final approving official.
- g. Deliverables: Depending upon the Ordering Activity the final report may include projected cost, a milestone schedule, and recommendations.
- h. Also, upon the agency's request, the report may be presented to the agency by various means. For example written document, oral presentation, cassettes, and videotapes.
- i. Cipher warrants all services in accordance with the commercial practice. The price of the warranty shall be included in the purchase price of the item.

Cipher Systems, as a provider and reseller of such services, can offer these resources directly. As the Prime Contractor -- with prior approval from the Ordering Activity -- Cipher Systems will team with other GSA Schedule Providers.

1.2 Education and Training Support Service (ETSS) [Schedule 36 IV/SIN 51-501]

- a. **Scope:** Cipher shall provide training courses normally available to commercial customers, which will permit government users full, efficient use of the commercial products available in this solicitation. ETSS shall provide the Government comprehensive knowledge (e.g., operational capabilities, user training, maintenance training, repair techniques) of equipment (e.g., color copiers, computer-enhanced copiers, special-application copiers, multi-function digital photocopiers, duplicators, high speed printers, scanners, mail management equipment, photographic equipment, etc.) procedures, processes and applications.

Training under this SIN must be standard or customized commercial courses on the use of the equipment and **must not include** coursework on principles of records management, either commercial or government. Training of user personnel that is required to be provided under the contract (e.g., at initial installation) and training that is normally provided by Cipher to commercial and/or government customers at no additional cost to the customer is not to be included under this SIN.

Contractors may provide customized training and/or off the shelf training packages as well as off-the shelf training packages customized to the agency's specific needs related to the operational capabilities, user training and maintenance training of document management equipment. Customization of off-the-shelf training may include but is not limited to: workbooks; training manuals; slides; videotapes; overhead transparencies, advanced presentation media; and state-of-the art computer based training.

Cipher shall provide training at Cipher's facility and/or at the Government's location, as agreed to by Cipher and the Government.

- b. Scheduling:** The Government will notify Cipher at least fourteen (14) days before the scheduled training date, if a student will be unable to attend. Cipher will then permit the Government to either cancel the order or reschedule the training at no additional charge. In the event the training class is rescheduled, the Government will modify its original training order to specify the time and date of the rescheduled training class.

In the event the Government fails to cancel or reschedule a training course within the time frame specified in paragraph a. above, the Government will be liable for the contracted dollar amount of the training course. Cipher agrees to permit the Government to reschedule a student who fails to attend a training class within ninety (90) days from the original course date, at no additional charge. The Government reserves the right to substitute one student for another up to the first day of class.

In the event Cipher is unable to conduct training on the date agreed to by Cipher and the Government, Cipher must notify the Government at least seventy-two (72) hours before the scheduled training date.

- c. Follow-Up Support:** Cipher agrees to provide each student with unlimited telephone support for a minimum period of 6 months from the completion of the training course. During this period, the student may contact Cipher's customer service representative for refresher assistance and answers to related course curriculum questions.
- d. Invoices and Payment:** Invoices for training shall be submitted by Cipher after Government completion of the training course. Charges for training must be paid in arrears (31 U.S.C. 3324).

e. Format and Content of Training:

- Cipher shall provide written materials (i.e., manuals, handbooks, texts, etc.) normally provided with course offerings. Such documentation will become the property of the student upon completion of the training class.
- Cipher shall provide each student with a Certificate of Training at the completion of each training course.
- Cipher shall provide the following information for each training course offered:
 - ✓ The course title and the brief description of the course content, to include the course format (e.g., lecture, discussion, hands-on training);
 - ✓ The length of the course;
 - ✓ Mandatory and desirable prerequisites for student enrollment;
 - ✓ The minimum and maximum number of students per class;
 - ✓ The locations where the course is offered;
 - ✓ Class schedules; and
 - ✓ Price (per student, per class, if applicable)

For those courses conducted at the Government's location, instructor travel charges (if applicable), including mileage and daily living expenses, must be indicated below. Rates paid as a result of travel must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Contractors cannot use GSA City Pair Contracts.

Cipher Systems, as a provider and reseller of such services, can offer these resources directly. As the Prime Contractor -- with prior approval from the Ordering Activity -- Cipher Systems will team with other GSA Schedule Providers.

1.3 Records Management Services (RMS) [Schedule 36 IV/SIN 51-504]

N O T I C E

The Service Contract Act applies to this service. Wage determinations can be obtained by coordinating with Cipher's Point of Contact (POC) for this SIN.

- a. **Purpose:** RMS will provide various federal activities technical support and solutions, i.e., file management and file storage, for managing records including files and documents by using state-of-the-art records and information management solutions. This will enable ordering agencies to track, access, and retrieve documents and/or information in a timely manner throughout the entire life cycle of the record.
- b. **Scope of Work:** For the purposes of this contract, RMS is divided into two sections: (a) File Organization and Maintenance Services; and (b) Storage Services. Cipher is responsible for providing personnel, materials, software, equipment, and as applicable, facilities to perform all work requirements as will be indicated in an Ordering Activity's task order.

RMS includes the management of records at all stages of the life cycle of the file. Files may be in any medium including electronic. Electronic Records Management (i.e., e-mail messages, word processing documents, and other electronic records) must be in accordance with DOD 5015.2-STD. Certifications of applications are required. Disposal of all documents shall be accomplished through Consolidated SIN C 3615/ Schedule 36 IV SIN 51-507, Destruction Services.

- c. **General Requirements:**

1. **File Organization and Maintenance Services:** File Organization and Maintenance Services provide intellectual and physical support to enable the Government control of documents or information. It includes the organization of sophisticated documents or information and placing them into a simplified filing system in accordance with an Ordering Activity's needs to improve their existing work environment. Generally it includes gathering documents and data to be scanned and indexed into a digitized format. However, an Ordering Activity may simply require updating an existing file system, maintenance of documents, or filing existing documents or information into a storage media for shipping.

2. **Storage Services:** Storage Services provides for preparation of files, pick-up, storage and retrieval of documents.

As a minimum, if providing storage services for documents, Cipher's facility (ies) must meet standards established by the National Archives and Records Administration (NARA) for an agency records storage facility (refer to 36 CFR §1228.228 (including security requirements specified in Appendix A to part 1228), the fire safety requirements in §1228.230, and the environmental control requirements in §1228.232. The NARA regulations for this service may be found on <http://www.NARA.gov/nara/cfr/cfr1228k.html>.

Certification: All storage facilities must be certified compliant with the standards as set forth above prior to award contract and placement on the General Services Administration Multiple Award Schedules. Vendors that are not certified at the time when submitting an offer for this service are subject to a Plant Facilities Report, which will include a Facility Standards for Records Storage Facilities Inspection Checklist that will be completed by GSA personnel. All Offerors shall be bonded.

Waivers: Refer to NARA regulation 36 CFR §1228.228 and §1228.234 for circumstances when waivers are permitted. Waivers to certain requirements will be granted by NARA only.

National Archives and Record Administration (NARA) Requirements

The records storage facilities provided by contractors must meet the facility standards required under 36 Code of Federal Regulations (C.F.R.) 1228, Subpart K (Facility Standards for Records Storage Facilities) (NARA Facility Standards). (<http://www.NARA.gov/nara/cfr/cfr1228k.html>) After contract award, if contractors are notified of facility deficiencies in conjunction with these NARA facility standards, contractors must take corrective action as soon as practicable but no later than 6 months (or 180 calendar days) after receiving notification by the Government of the deficiency. If a contractor is unwilling and/or unable to complete corrective actions on deficiencies within 6 months, the contractor must waive any removal fees and bear all costs for shipping the records to a compliant facility designated by the Ordering Activity.

Also, if after contract award, additional facilities are needed to adequately perform the services under this Statement of Work, those facilities must be certified that they are compliant with NARA regulations under 36 C.F.R. 1228, Subpart K.

The Contractor authorizes the Government to conduct an inspection of records storage facilities to ensure that the facility complies with NARA Facility Standards, at no cost to the Government. The Government will notify the contractor in advance to schedule a date for this inspection.

Records transferred by the Government to records storage facilities provided by the contractor remain the sole property of the Government and in the legal custody of the Government, and shall be managed in accordance with records management legislation as codified at 44 U.S.C. chapters 21, 29, 31 and 33, the Freedom of Information Act (5 U.S.C. 552) and the Privacy Act (5 U.S.C. 552a) and shall be scheduled for disposition in accordance with 36 CF 1228.

Security: All contractor personnel with access to Government records will be required to sign non-disclosure agreements. Some agencies may require various contractor personnel to obtain a security clearance before receiving access to records. Security clearances, when required on individual orders, will be obtained at the contractor's expense. Due to the nature and sensitivity of the documents that will be handled by the contractor, care must be given to safeguarding files whether on or off the contractor-provided records storage facilities. Confidentiality of records must be kept at all times.

Specific Tasks:**Records Retrieval**

- A. Within one working day (or as established by the individual task order) of receiving a reference request, orally or in writing, from the agency, The Contractor must retrieve the requested records and deliver to the agency requestor.
- B. The Contractor must provide emergency reference services (retrieval services outside business hours) if required by an Ordering Activity including all services listed in this section, 24 hours each day, every day of the year. Emergency services are defined as services provided beyond the normal operation hours of the contractor's facility. After notification, the required response time will be a maximum of 2 hours. Any shipment under emergency services will be handled direct delivery within 8 hours, unless otherwise specified in the task order. The Contractor must provide emergency service phone numbers for all sites utilized to the Ordering Activity's contracting officer within 30 days after award of the contract. Appropriate numbers must be issued to the individual agency representative upon award of each task order.

Accessioning of Records is the processing of records coming into the facility. The Contractor must be able to accession paper records in a variety of containers. Recognizing that Governmental Agencies may have other media/formats, such as audiovisual (e.g., photographs, posters, sound recordings) or x-rays. The Contractor should have the capability, to accession these types of media/formats. The Government may ship records to the contractor, or the contractor may pick-up records from governmental sites. The Contractor will be responsible for maintaining the arrangement of each accession and verifying that the contents of the accession match the accompanying transfer documentation.

Inventory Services: From time to time, the contractor may be asked to assist the agency by inventorying agency records. The inventories require data, and will include either listings of individual folders or the numerical or alphabetical span of folders in each box. The inventories must be prepared on location in the Government's space, according to the schedule established by the Contracting Officer's Technical Representative (COTR) for that agency. If travel is required, the contractor will be reimbursed in accordance with the Joint Travel Regulations.

Pick-up Services:

- A. Within 50 Miles: Within three working days (or as established by the individual task order) of notification by the Government, The contractor must pick up records that have been prepared for transfer from Governmental agencies storage facilities. Only enclosed vehicles shall be used to transport records.
- B. Outside of 50 Miles: The vendor may use the GSA Government Bill of Lading (GBL) program to move records from sites more than 50 miles from the corporation site. The vendor will coordinate these moves unless otherwise directed by the Ordering Activity.

Tracking:

The contractor must possess an Automated Records Management tracking system. At a minimum this tracking system should have the capability of reading bar code labels, providing on-line access to the contractor's data base and placing reference request electronically. The contractor shall maintain system capability with the requesting agency (agency will provide technical specifications at the task order level).

Other General Requirements:**Quality Assurance:**

Cipher shall have a quality control/quality assurance plan that meets the Government's requirements. Cipher shall maintain records throughout the contract period concerning the results of its inspections and monitoring procedures and the Contracting Officer or his/her designee shall provide copies of these to the Government upon request. From time to time, the Government may conduct a site visit. These records shall also be made available to the Government when conducting a site visit of Cipher's premises.

GSA will review and make recommendations concerning the report as needed. The reports and related documentation shall be part of the information used and revised on periodic site inspections. Cipher must have a system for reviewing and monitoring the documents being processed whether in the accessioning, retrieval or disposition (destruction, permanent withdrawal or transfer of records to NARA. During this process the system should have the capability of verifying the accuracy of the documents being manipulated (i.e. whether the correct document is being handled). Cipher computer system should be user friendly, and windows based to ensure compatibility with standard Government Systems.

The Government reserves the right to inspect Cipher's facility at any time it deems necessary to ensure that the standards are maintained throughout the contract period. Approval of the storage site shall be performed by the Government. Cipher must possess a commercial facility capable of storing documents within a controlled environment that will ensure the integrity of the document will be kept intact. Facilities must have a security system that meets NARA requirements (<http://www.NARA.gov/nara/cfr/cfr1228k.html>) Cipher shall have a secure means for transporting the documents to and from the various points. Security includes any clearance that the driver must have, as stated in the task order issued by the agency. In addition:

- A. Cipher must provide reference room facilities in each records center that maintain a normal office environment, including telephone, facsimile, and electrostatic reproduction services.
- B. Only agency authorized personnel will be granted access to that agency's records in Cipher operated reference rooms. Cipher will verify the identity of the agency authorized personnel and maintain constant surveillance of the reference room when the individual is not an agent of that Government office.

Reports Preparation:

Cipher must provide monthly reports to the agency including but not limited to reports on holdings, accessions, disposals, records eligible for disposal, transfers in, transfers out, reference, refiles, and photocopying.

User's Manuals:

Cipher will prepare a User's Manual at no additional cost to the Government, that will describe the detailed procedures to be used by the Government in conducting the accessioning, referencing, filing, and disposal activities described above. The manual will also include an organizational chart providing the point of contact in each Cipher facility as well as a single point of contact for nationwide coordination. The Manual will also detail the various reports that are available for Government uses.

Personnel Requirements:

Cipher shall provide skilled personnel that may include the supervisory, management and administrative services necessary to successfully meet the Government's requirements for Records Management Services per the Ordering Activity's Task Order.

On an as needed basis, Cipher will provide technical advisory services addressing records management issues relating to the entire lifecycle of records. Services that may be required include preparing records schedules for agency submission to NARA, files maintenance, forms design and automated applications.

All Cipher personnel shall have the necessary clearances to conduct business with customer agencies, if required. Personnel are required to display Cipher identification during pick-up and delivery. All personnel responsible for transporting federal records shall have a valid driver's license.

Cipher Systems, as a provider and reseller of such services, can offer these resources directly. As the Prime Contractor -- with prior approval from the Ordering Activity -- Cipher Systems will team with other GSA Schedule Providers.

1.4 Document Production Services (DPS) [Schedule 36 IV/SIN 51-505]

Notice

The **Service Contract Act** applies to this service. Wage determinations can be obtained from the Point of Contact [POC] for this SIN.

- a. **Scope:** The Federal Supply Service is soliciting for contractors capable of servicing the Government's requirements for Document Production services (DPS). Cipher shall provide federal activities with a practical turnkey solution to their requirements for the full-range of reproduction and management of document services.

Depending on the nature of the customer's requirement, a preliminary Needs Assessment and Analysis (NAA) may be required in order to assess the extent of the customer's requirement to fulfill the customers' need for DPS. The primary purpose of the NAA is to provide professional support in ascertaining and developing the most appropriate and cost efficient methodology to accomplish the customers' DPS requirement.

The proposed approach may include, but is not limited to, skilled personnel necessary to complete the effort, equipment (government owned, state of the art, remanufactured, or otherwise). Cipher shall submit to the Contracting Officer a complete written report specifying the recommended DPS. The report shall address, but is not limited to the operational management support services, overall projected cost, and a milestone schedule for acquiring and/or deploying the necessary resources to complete the effort.

- b. **General Requirements:**

Document Production Services (DPS) – DPS requirements typically provide for reproduction of documents. Cipher shall provide the appropriate skilled personnel and methodology to address the customer NAA or Task Order requirements to implement DPS. A typical document production service includes such services as fax, high quality digital color copying, high volume black and white duplicating, high-speed digital printing, large format scanning and copying, facilities management, desk top transmission, on-going equipment maintenance and quarterly reports. Government agencies and activities are the customers and requiring activities that initiate the DPS to be performed. DPS requirements are delineated in task orders by customer agencies. Task orders specify the actual DPS to be performed, the dollar value of the contract, period of performance and any other significant factors relative to the requirement. Cipher are advised to confer with customer agencies to ensure compliance with laws, regulations, security clearances etc. prior to implementing the task order.

Quality Control/Tracking System – Cipher must possess a quality control system that monitors and ensures the quality of DPS. Such a system shall ensure the highest quality of the impressions or finished DPS on the medium produced by Cipher. Cipher shall have demonstrated past performance history applying contemporary quality control techniques and measures performed on comparable DPS jobs that describes how it will monitor job status, delivery or turn-around time and finished product. Additionally, Cipher shall safeguard the Government's records at all times onsite and offsite Performance Standards. Performance standards may be required by customer agencies. Contractor performance standards shall be commensurate with commercial application of standards for a typical DPS requirement. The application of standards may cover job turn-around time, maximum number of impressions per

day, month or hour; output quality of the mediums, management of consumable supplies, submission of periodic reports and any other factors of significance to the customer agency.

Security: Some agencies may require various contractor personnel to obtain a security clearance before receiving access to facilities and information. Security clearances, when required on individual orders, will be obtained at Cipher's expense.

Equipment: At the discretion of the agency, the equipment necessary to implement DPS may be newly installed or existing government owned property. The equipment may also be installed in government locations under Lease-to-Ownership Plans depending upon the using activity's need, and requirements per task order.

The copying equipment may range from low volume to high volume copiers, digital color photocopiers, high-speed printers, high volume duplicators, scanners and other equipment types relative to DPS. Offerors may be required to possess Electronic Data Interchange (EDI) capability for the purpose of receiving, processing, auditing, storing and transmitting electronic data for DPS purposes. In addition, internet and or personal computer capability may be required.

Government Furnished Property: Cipher's proposal must state whether such equipment can be furnished or whether it is relying on Government furnished property. For services rendered on Government property, at a minimum, the Government will provide the required space and electricity. Any additional equipment will be determined at the time the task order is placed.

Cipher shall be responsible for all costs associated with machine repairs and supplies (for example, toner, paper clips, rubber bands, clamps, etc.), and ordering, delivery and storage of all supplies, the installation and removal of all equipment, and maintenance.

Equipment Maintenance Requirements: Cipher shall have sole responsibility for maintaining copiers furnished by Cipher and government owned equipment under the resulting contract.

Replacement of Equipment: Cipher is responsible for replacing equipment; however under no circumstance does Cipher have the right to charge any additional costs to the buying agency.

Personnel/Requirements: Cipher shall determine staffing requirements in accordance with the Needs Assessment Analysis (NAA) or the volume of duplicating to be completed on any given day.

Contractors under this Multiple Award Schedule shall provide the necessary skilled personnel including management, supervisory and administrative levels to implement the DPS per customer task order

At a minimum Cipher shall provide for a Project Manager and Duplicating Production Operator. The Project Manager shall serve as Cipher's point of contact and shall be responsible for the management and coordination of the project.

He/She shall ensure that the duplicating facility is adequately staffed and fully operational in accordance with the terms of the task order and shall keep the Ordering Activity fully advised of any difficulties, which would adversely affect production. The Project Manager shall also be responsible for problem resolution that may result from the operation of the duplicating services.

Replacement of Personnel: Cipher shall provide substitute personnel to perform in the absence (sick leave or vacation) of the On-Site Manager and duplicating production personnel assigned. Substitutes shall perform in complete compliance with the specifications of the individual task order.

Experience/Training: Cipher shall be responsible for training its employees. Cipher shall provide skilled personnel capable of operating the required types of equipment.

Appearance/Character: Cipher personnel shall present a neat appearance and provide services in a professional and courteous manner while complying with agency applicable rules, regulations, and procedures.

Location and Hours of Work:

- **Location:** Services may be rendered Worldwide as determined by individual task orders. The services may be performed on-site or off-site/ the vendor's place of business. Cipher's proposal therefore shall indicate the extent of its capability to implement a DPS requirement at its own facility.
- **On-Site DPS:** The Government will provide the space (the "Premises") designated by the using agency. Cipher shall make all improvements required to the space at Cipher's own expense. The facility shall be kept in an orderly fashion with supplies stored in a safe manner. Cipher shall be responsible for securing supplies and equipment after regular working hours. Any losses or damage due to unauthorized use of equipment or supplies shall be borne by Cipher.
- **Off-site DPS:** Cipher shall provide the address for the off-site location. Deliverables shall be F.O.B. Destination.
- **Hours of Work:** Generally, the facility will be operational between the hours of 7AM and 5PM, Monday through Friday, except Federal holidays. As an alternative, the Ordering Activity's individual task order may require Cipher to operate a shift outside of these hours or on weekends in order to meet duplicating requirements. These alternative shifts must be coordinated with the Ordering Activity in advance to provide building security. Job requests may be made in person, by mail, by telephone, or by fax. No additional charge, service charge, or any other fee shall be imposed for accepting a request by any method set forth above.

Cipher Systems, as a provider and reseller of such services, can offer these resources directly. As the Prime Contractor -- with prior approval from the Ordering Activity -- Cipher Systems will team with other GSA Schedule Providers.

1.5 Document Conversion Services [Schedule 36 IV/SIN 51-506]

Notice

The Service Contract Act applies to this service. Wage determinations can be obtained by contacting the point of contact for this SIN.

- a. **Description:** The process of document conversion involves state-of-the-art scanning of the original document's text and graphic image into digital data which is then transferred to a new media and formatted for use in a document imaging and storage system. Comprehensive DCS are used to transfer text and graphic images in existing documents (e.g., correspondence, files, technical manuals, land records, charts, engineering drawings, legal instruments, etc.) in whatever media they currently exist (e.g., paper, aperture cards, microfiche, microfilm, roll film, etc.) onto a new delivery/storage media (e.g., CD-ROM disks, 4mm/8mm magnetic tape, magnetic storage disks, aperture cards, microfiche, microfilm, roll film, etc.) in any required format (e.g., raster images, ASCII text, SGML tagged for electronic distribution or publishing, PDF image files, etc.) required for use in a document imaging and storage system. Customized coding and indexing options are also available as part of the document conversion process. Complete DCS will be used for both unclassified and classified documents using Government or Cipher facilities or a combination of both.
- b. **Purpose:** This Multiple Award Schedule will offer a full range of Document Conversion Services. Contractors shall provide document conversion services in response to individual agency orders.
- c. **Scope:** Document conversion consists of scanning document images and converting them into electronic digital data which is then transferred into a new format and media for use in a document imaging, retrieval, and storage system. This SOW addresses the "backfile and day-forward conversion" of documents which includes both file and data format and media conversion. It does not include data processing and communications equipment (e.g., digital computers, display devices, software, LAN/WAN networks) which may be employed in a document imaging, retrieval, and storage system. The types of DCS may include, but is not limited to:
 - Index data migration
 - Project evaluation or discovery
 - Optical mark scanning (OMR)
 - PDF Electronic file forms
 - Software application/hardware maintenance support pertaining to Document Conversion Services
- d. **General Requirements:** Unless otherwise specified by the ordering activity, the following general requirements are applicable to document conversion performed under this contract:
 1. **Cipher Responsibility** - Cipher shall be responsible for furnishing all items used in performing the work unless otherwise specified or approved by the Contracting Officer. Cipher will act independently and not as an agent of the Government.
 2. **Document Conversion** - Cipher shall scan a variety of source documents (e.g., correspondence, files, technical manuals, land records, charts, engineering drawings, or legal

instruments) from a variety of source media (e.g., paper, film, microfiche, aperture cards, magnetic tape, or Mylar) having varying degrees of image quality (e.g., crisp originals, faded, poor contrast, or overexposed photographs) using character recognition (e.g., OCR, ICR) into a compressed digital file (e.g., C4 compressed image file format) and deliver that file in a variety of output file formats (e.g., PDF, SGML, HTML, XML, CAD, word processing) on a variety of output media (e.g., optical disks, magnetic tape, or CD-ROM).

3. **Image Enhancement** - Cipher shall perform image enhancement immediately after scanning. Image enhancement shall allow soiled, faded, deteriorated, and inferior quality images to be "cleaned-up". The image enhancement process shall reduce background noise and improve uneven line widths, dull edges, faded areas, and uneven illumination. If required by the ordering activity, special image enhancement (e.g., removal of date stamps and other markings, deskewing images to within 5 degrees or less of skew, cropping, rotation) shall be accomplished during the document conversion process.
4. **Indexing** – Cipher shall provide an index (in both hardcopy and digital format) for all converted data. The index shall permit tracking, retrieval, and storage of converted documents. The index shall be as specified by the ordering activity and shall consist, as a minimum, of the document number, document title, page number, revision level, and date. The index shall be structured from the source data and may be incorporated in the raster image header, incorporated as PDF Bookmarks, or provided separately, as specified by the ordering activity.
5. **Data Entry** – Cipher shall provide keystroke data entry, as required.
6. **Delivery Media** - Cipher shall deliver the digitally converted data in an output media (e.g., CD-ROM, 4mm DAT or 8mm magnetic tape; 9-Track 1600 BPI or 6250 BPI magnetic tape; 3.5 inch, 5.25 inch, 12 inch, or 14 inch Write-Once Read-Many (WORM) optical or magnetic disks and/or Write-Many Read-Many optical disks) and output format (e.g., PDF text and/or image files, TIFF, BMP, JPEG, HTML, ASCII text, SGML tagged for electronic distribution or publishing, XML, CAD, word processing), as specified by the ordering activity. Delivery media shall be labeled in such a manner as to identify the contents of the deliverable.
7. **Source Document Inspection** - Cipher shall inspect all source documents and shall notify the ordering activity's Contracting Officer of any condition which will likely prevent successful performance of the work required. Such notification shall be received by the Contracting Officer within ten (10) working days (or as stipulated on the individual agency task order) following receipt of the source documents.
8. **Quality Assurance** - Unless otherwise specified by the ordering activity, Cipher shall perform 100% quality assurance of the scanned images to ensure that an image is produced for each page or microform frame; the image is equal to or better than the readability of the source page or microform frame; and the image is in accordance with the ordering activity's requirements. Marginal images (e.g., due to poor source images or film quality) shall be electronically marked and specified as such in the production reports. All indexing elements and SGML tagged data shall be parsed to ensure compliance with the requirements prior to delivery. Hollerith data shall be verified against the information contained in the title block of the document and will be edited, if necessary, to ensure the accuracy of the fields (e.g., document type, drawing number, drawing revision, sheet revision, card number, number of

cards, drawing size, rights code, and security code). The ordering activity reserves the right to perform quality assurance on any products produced under this contract. Failure to meet quality assurance standards will result in re-work at Cipher's expense or contract termination, as appropriate.

9. **Corrections** – Document conversion errors caused by Cipher shall be considered corrections and shall not be charged to the ordering activity as an additional digitized item. Unless otherwise specified by the ordering activity, Cipher shall be liable for corrections for 12 months from output media delivery.
10. **Workmanship Standards** - The quality of services rendered by Cipher shall conform to the standard commercial practice in the document scanning and conversion profession, trade, or field of endeavor. All services shall be rendered by or supervised directly by individuals fully qualified in the document scanning and conversion profession, and holding any licenses required by law. Failure to meet workmanship standards will result in re-work at Cipher's expense or contract termination, as appropriate.
11. **Basic Preparation and Handling** - Cipher shall be responsible for basic document preparation and handling during all phases of the document conversion effort. The pre-conversion effort shall include document receipt, inspection, inventory and document preparation for scanning and conversion (e.g., removing bindings, paper clips, attachments, and fasteners; photocopying oversize or undersize documents; purging unnecessary information; repairing damaged originals). The conversion effort shall include all necessary document preparation and handling. The post-conversion effort shall consist of reconstruction of the documents including the attachment of fasteners and bindings, reassemble of the documents into their original configuration, preparing a document inventory listing, and packaging/packing for return shipment to the ordering activity.
12. **Special Preparation and Handling** - When special preparation and/or handling requirements are specified by the ordering activity, Cipher shall be responsible for any special document preparation and handling requirements (e.g., staple locations being required to be marked during pre-conversion preparation and the documents being re-stapled using their original staple locations at post-conversion).
13. **Production Reports** – With each delivery, Cipher shall provide a Production Report (in hardcopy and digital format) that describes the data contained on the delivery media. The report shall be provided to the ordering activity's Contracting Officer or CO/TR and shall contain, at a minimum, the index for each document, number of pages for each document, and total pages.
14. **Monthly Volume Report** – Cipher shall provide a Monthly Volume Report (in hardcopy and digital format). The report shall be provided to the ordering activity's Contracting Officer and shall, at a minimum, list the number of converted documents delivered and the percentage of work completed.
15. **Final File** – Cipher shall provide a final file (in both hardcopy and digital format) upon project completion to the ordering activity's Contracting Officer. The file shall delineate those documents for which conversion has been completed; if applicable, the intermediate format in which the each document has been scanned; the applicable character recognition, compression algorithm, output storage media and file format of the stored image; and an

index for all converted data. The index shall, as a minimum, consist of each document number, document title, date, revision level, and page number. This index shall be structured from the source data and may be incorporated in the raster image header, incorporated as PDF Bookmarks, or provided separately, as specified by the ordering activity.

16. **Backup Copy** - Cipher shall maintain a backup copy of all data generated. The backup copy shall be maintained for a period of 12 months after project completion, unless otherwise specified for a different period by the ordering activity.
17. **Returned Material** – Unless otherwise specified by the ordering activity, all material provided by the ordering activity shall be returned with the delivered product in the same condition (normal wear and tear excepted) and sequence as the original submission. Cipher shall be responsible for shipping costs, unless otherwise specified by the ordering activity.
18. **Source Document Destruction** - Upon termination or completion of all work, Cipher shall comply with the agency requirements for disposal. All materials produced or delivered will become and remain the property of the Government. When required by the ordering activity, Cipher shall destroy (rather than return) the source documents.
19. **Classified Documents** - Cipher shall be responsible for providing the appropriate handling, distribution, and storage of classified documents in accordance with all applicable security regulations and laws.
20. **Page Pricing** - Unless otherwise specified in Cipher's price proposal, page pricing shall be based on an original source page size of 8.5 inches x 11 inches. Increments for oversize source document pages shall be based on the number of whole or partial 8.5" x 11" pages.
21. **Drawing Pricing** - Unless otherwise specified in Cipher's price proposal, drawing sheet pricing shall be based on the size of the drawing. Increments for oversize drawings shall be based on the number of whole or partial F size drawings.
22. **Production Facility** - Unless otherwise specified by the ordering activity, production shall be performed at Cipher's facility. If the ordering activity requires scanning of the documents at a designated facility, Cipher shall provide all the necessary resources (e.g., personnel, equipment, material, and supplies) required to accomplish the work, unless otherwise specified by the ordering activity. However, the ordering activity will be responsible for providing adequate space and electrical power at the designated facility.
23. **Data Rights** - All data produced in performance shall be the sole property of the Government. Cipher agrees not to assert rights at common law or equity and not to establish any claim to statutory copyright in such data in whole or in part in any manner or form nor authorize others to do so, without prior written consent of the Contracting Officer. This does not restrict the use or publication of such data by Cipher or its employees.

- e. **Detailed Requirements:** Unless otherwise specified by the ordering activity, the following detailed requirements are applicable to Cipher's document conversion efforts under this contract:
- d. **Scanning** – Images shall be scanned at 200 DPI (dots per inch) resolution for engineering drawings, 500 DPI for engineering drawings being converted to CAD, and 300 DPI for all other document types, except photographs, which shall be scanned at 400 DPI. Raster images shall be compressed using CCITT Group 4 algorithms as specified in Federal Information Processing Standard (FIPS) Publication 150 "Facsimile Coding Schemes and Coding Control Functions for Group 4 Facsimile Apparatus", prior to transfer to the storage media. The latest revision of FIPS Publication 150 in effect at the date of the order or as specified by the ordering activity shall be used. Proprietary compression algorithms are not acceptable. Hollerith data shall be read during image scanning and provided as an index to the image.

Indexing/Coding - The index requirements (e.g., index fields, number of characters, nomenclature for the index fields) shall be specified by the agency. As a minimum (via display of the scanned image), the index shall consist of three fields having a maximum of 30 characters located peripherally on the page.

Portable Document Format (PDF) Conversion – Adobe Portable Document Format conversion shall be accomplished in compliance with the latest version of the Portable Document Format Reference Manual (e.g., Version 1.3) in effect on the date of the order or as specified by the ordering activity. PDF converted formatted documents shall replicate all visual characteristics and attributes of the source document. Graphics portions of the source document shall be included in the PDF file as raster images. Scanning of graphic portions shall be provided at a resolution of 300 DPI or greater. PDF converted documents shall contain thumbnail files.

- (a) **Image Only Scanned:** Source documents shall be raster scanned at 300 DPI. The scanned image shall be a bitmapped image of the original document and shall be equal to the readability of the original page. The images shall be converted to PDF Image Only files prior to being written to the delivery media.
- (b) **Image Plus Edited Text:** Source documents shall be raster scanned at 300 DPI. Textual data shall be converted to ASCII utilizing OCR technology. All free standing standard character text larger than 6 point shall be edited to ensure accuracy of 95% or greater. All converted numerics shall have an accuracy of 100%. Graphics shall be provided as 300 DPI raster graphics. The document shall be converted to PDF Plus Text files prior to be written to the delivery media.
- (c) **PDF Normal:** Source documents shall be raster scanned at 300 DPI. Textual data shall be converted to ASCII utilizing OCR/ICR technology. All free standing standard character text larger than 6 point shall be edited to insure accuracy of 95% or greater. All converted numerics shall have an accuracy of 100%. Suspect characters shall be corrected. Color images and photographs shall be scanned and inserted. Graphics shall be provided as 300 DPI raster graphics. The original fonts and format of the document shall be maintained. The document shall be converted to PDF Normal files prior to being written to the delivery media.

- (d) **Hyperlinking:** Hyperlinks shall be created for each item contained in the content reference pages of the document (e.g., Tables of Contents, Indexes). In addition, hyperlinks shall be created for all intact internal references. Bookmarks and Thumbnails shall be created for each document. PDF Normal processing of the documents is required prior to hyperlinking.
- (e) **Application File:** When required by the ordering activity, an application (output) file from PDF converted documents (e.g., in a word processing format) shall be created. Application files shall be created after completion of any PDF document quality assurance and editing.
- (f) **Accuracy:** The accuracy requirements for documents converted using optical recognition technology (e.g., OCR, ICR) shall be applicable to each page as specified by the ordering activity. The percent accuracy is defined as the number of correct characters per page (i.e., characters in the converted document that are the same as the corresponding character in the source document) divided by the total number of characters on the page multiplied by 100.

Standard Graphic Markup Language (SGML) Tagging - Paper documents shall be raster scanned at 300 DPI. Textual data shall be converted to ASCII utilizing Optical Character Recognition (OCR) technology. All free standing standard character text larger than 6 point shall be proofed and edited to ensure accuracy of 99.5% or greater. All converted numerics shall have an accuracy of 100%. Graphics shall be provided as 300 DPI raster graphics. Tagged data shall be in accordance with the Document Type Definition (DTD) and the Style Sheet. Tagged data shall provide 100% parsing against the provided DTD. Intact internal references shall be tagged.

- (a) Level I: Level I SGML tagging shall consist of DTD's that are targeted at electronic browsers, which utilize a limited number of tags to describe the basic document.
- (b) Level II: Level II SGML tagging shall consist of DTD's that are targeted at complex publishing systems which require an increased number of tags, tag attributes, and specific structural relationships to produce the required printed document.

HyperText Markup Language (HTML) Conversion - Conversion shall be in accordance with the latest version of the W3C Recommendations (e.g., HTML Version 4.0) in effect on the date of order or as specified by the ordering activity.

Extensible Markup Language (XML) Conversion - Conversion shall be in accordance with the latest version of the W3C Recommendations (e.g., XML Version 1.0) in effect on the date of the order or as specified by the ordering activity.

Graphics File Formats (e.g., GIF, JPEG) – The specific graphic file format shall be as specified by the ordering activity.

Application Files (e.g., Word, CAD, WordPerfect) – The specific application file format shall be as specified by the ordering activity.

CD-ROM Mastering: Converted data shall be pre-mastered in accordance with ISO 9660, Volume and File Structure of CD-ROM Information Exchange specification using the latest version in effect on the date of the order or as specified by the ordering activity. CD-ROM masters shall be produced in accordance with industry standards as defined in the CR-ROM Yellow Book.

CD-ROM Replication: Replicas shall mark as specified by the ordering activity. Replicas shall be provided in CD-ROM.

Cipher Systems, as a provider and reseller of such services, can offer these resources directly. As the Prime Contractor -- with prior approval from the Ordering Activity – Cipher Systems will team with other GSA Schedule Providers.

f. **ACRONYMS AND DEFINITIONS** – The following acronyms are cited within the contract:

SEQ	Acronym	Description
1	ASCII	American Standard Code for Information Interchange: An 8 bit code representing English letters, characters and numbers. Seven bits are used to identify each individual entity (128 maximum) with one bit for parity. Extended ASCII uses of eight bits to represent up to 256 characters with no parity bit. Most computers use ASCII to represent text, which makes it possible to transfer data from one computer to another.
2	BMP	BitMaP: The standard bit-mapped graphics format used in the Windows environment.
3	Backfile Conversion	Backfile Conversions convert existing files for use in an imaging system.
4	BCR	Bar Code Recognition: The recognition of a bar code; i.e., A method of representing data by combining lines of varying width.
5	CCITT	Consultative Committee on International Telephone and Telegraphy: Sets standards for phones, faxes, modems, etc.
6	COLD	Computer Output to Laser Disk: The computer system contains files of ASCII data (from input or application programs) or bit-mapped files previously scanned from microfilm documents or pictures. These output files are compress by a factor of 5-20:1 from the original documents and stored on WORM optical/laser disks.
7	DTD	Document Type Definition: A description of the types of tags allowed in a document as well as the order in which they appear.
8	FTP	File Transfer Protocol: An Internet protocol to move files from one computer to another.
9	Grayscale	The binary range of a graphic representation between pure black and pure white. A scale of 256 shades of gray will be a better representation than 16 shades.
10	HTML	Hypertext Markup Language: HTML is a W3C standard (i.e., W3C HTML Recommendations) based upon SGML that is designed to specify the logical organization of a document. HTML instructions divide the text of a document into blocks called elements that define how the body of the document is to be displayed by the browser and those that define information about the document (e.g., title, relationship to other documents). Use of HTML instructions is based on detailed rules (e.g., the names of tags/elements, how they can be used) which are defined using SGML. There are three variants of HTML 4.0 (i.e., HTML 4.0 Transitional, HTML 4.0 Strict, and HTML 4.0 Frameset).
11	ICR	Intelligent Character Recognition: The conversion of scanned images (bar codes or patterns of bits) to computer recognizable codes (ASCII characters and files) by means of software/programs which define the rules of and algorithms for conversion.
12	ITU-T	CCITT renamed Telecommunication Standardization Section of the International Telecommunications Union.
13	JPEG	Joint Photographic Experts Group: A compression algorithm for color image files.

SEQ	Acronym	Description
14	OCR	Optical Character Recognition: The computer processing/conversion of scanned images both full text and forms to computer recognizable codes (ASCII letter, numbers, and characters).
15	PDF	Portable Document File: PDF is a standard (i.e., Portable Document Format Reference Manual) provides a way of distributing, viewing, and printing documents with consistent appearance across a number of computer platforms. Files created from printed documents closely match the paper version – including graphics, photographs, and fonts – and are compressed for easy downloading and distribution. To view a .pdf file, an Adobe Acrobat Reader must be installed on the computer.
16	SGML	Standard Generalized Markup Language: SGML is an ISO Standard (i.e., ISO 8879) which delineates a methodology of describing an architecture for information exchange. SGML is a synthesis of three things: A Document Type Definition (DTD), a style sheet, and tagged data. The DTD describes which tags are allowed. The style sheet describes how the corresponding tag is to be formed. The tagged data is the document, in which every piece of data is "tagged", using tags defined in the DTD and Style Sheet.
17	Style Sheet	Style sheets describe how the SGML tag is to be formed.
18	TIFF	Tagged Image File Format: One of the most widely supported files formats for storing bit-mapped images (8-bit color and grayscale) on personal computers. Includes several types and groups, which are compressed and uncompressed.
19	XML	eXtensible Markup Language: XML is a W3C standard (i.e., W3C XML Recommendations) that could revolutionize the way intranet applications and document and non-document content are built and managed. XML promises "write once, publish anywhere" simplicity to users who don't have to become experts in Web programming languages. XML is an "instance" of SGML.
20	WORM	Write Once Read Many: Permanent optical storage method where data once written, cannot be erased or altered.
21	W3C	World Wide Web Consortium: W3C is an international industry consortium which was founded in 1994 to lead the World Wide Web in developing common protocols that promote its evolution and ensure its interoperability. W3C develops standards, which are published in the form of "Recommendations".

1.6 Destruction Services (DS) [C 3615] [Schedule 36 IV /SIN 51-507]

Notice

The Service Contract Act applies to this service. Wage determinations can be obtained by contacting the point of contact for this SIN.

- a. **PURPOSE:** The Multiple Award Schedule, Federal Supply Schedule Program is to provide Federal agencies with a customized plan for destroying government documents that is unique and cost effective to their needs.
- b. **SCOPE OF WORK:** The objective of this Performance Work Statement (PWS) is to describe the Government’s requirement in soliciting contractor support for Destruction Services (DS). These services may be used on a nonmandatory basis by various Government agencies and activities. Ordering agencies may require these services to satisfy worldwide agency mission production requirements.
- c. **REQUIREMENTS:** Cipher is responsible for providing all resources including personnel, equipment, facilities, containers and transportation in performing all work requirements identified.

Services specified in an order placed against this contract may be performed at Cipher’s facilities or the Ordering Activity’s facilities.

DS will provide a convenient, safe and secure destruction of a variety of media – be it paper, magnetic tape, microfilm, microfiche, plastic, cassette tapes or diskettes. The following methods for DS may be obtained through these material destruction options

- A) **SHREDDING:** Include both on-site and off-site for shredding services which is designed to handle a variety of classified and unclassified materials. Shredders shall be designed to produce residue particle size not exceeding 1/32 inch in width with a 1/64-inch tolerance by ½ inch in length. There is no need to separate paper grades or remove staples, clips or other bindings.
- B) **INCINERATION:** Material must be presorted, as not all data types can be burned.
- C) **DISINTEGRATION:** Material can be destroyed (e.g., microfilm, microfiche, VHS tapes, audio cassettes, CD ROM, floppy disks, computer tapes, and computer hard drives and ID cards) by grinding such plastics into a fine dust.
- d. **SECURITY REQUIREMENTS:** Cipher is responsible for providing lockable security containers whether it be security bins, security bags, or security cabinets at no additional cost to the agency.

The agency is required to identify the various type (s) or level of classified documents (e.g. confidential, secret, top secret)

- e. **CERTIFICATE OF DESTRUCTION:** A signed certificate of destruction must be issued upon completion of each job. The certificate shall indicate the date of destruction, identify the material destroyed, method of destruction, and be signed by the individuals designated to destroy

and witness the destruction. Destruction officials shall be required to know, through their personal knowledge, that such material was destroyed.

- f. **DESTRUCTION OF MATERIAL:** If required, Cipher must destroy Government material in accordance with record disposition schedules established by the agency.

Classified information identified for destruction shall be destroyed completely to preclude recognition or reconstruction of the classified information in accordance with procedures and methods prescribed by agency heads.

Cipher will not destroy material until notified by the agency in writing.

- g. **WITNESS OF DESTRUCTION:** Only appropriately cleared employees of Cipher shall destroy classified material. These individuals shall have a full understanding of their responsibilities. For destruction of TOP SECRET material, two persons are required. For destruction of SECRET and CONFIDENTIAL material, one person is required.

For unclassified material, a member of Cipher's staff must witness destruction.

Agencies may notify Cipher if they desire to accompany their material to the facility and view its destruction.

- h. **LICENSE REQUIREMENTS:** All operations staff must be licensed and bonded

Cipher Systems, as a provider and reseller of such services, can offer these resources directly. As the Prime Contractor -- with prior approval from the Ordering Activity -- Cipher Systems will team with other GSA Schedule Providers.

1.7 Litigation Support Services (LSS) [Schedule 36 IV /SIN 51-508]

Notice

The Service Contract Act applies to this service. Wage determinations can be obtained by contacting the point of contact for this SIN.

Paralegal services, attorneys, accountants, or other professional labor categories that may be construed as legal services or professional support for legal services are not included and will not be procured under this Statement of Work.

- a. **Description:** Litigation Support Services encompasses a wide range of services that aid attorneys and other professional staff members in the task of obtaining, organizing, analyzing and presenting evidence or materials for trials, judgments, lawsuits, settlements or other legal matters. Through the use of reproduction equipment, computer data processing, image management, geographical information systems and other technologies, litigation materials are effectively organized to enable rapid location by an agency's staff. Cipher shall provide all personnel, equipment and supplies for the performance of litigation support services (LSS).

The types of LSS include, but are not limited to the following:

Document Preparation: "Documents" have the broad meaning defined in Rule 34 (Production of Documents) of the Federal Rules of Civil Procedure, www.dcd.uscourts.gov/frcp.htm#rule34 and include all types of media. Document Preparation includes, but is not limited to, numbering, marking, hole punching, stapling and staple removal, binding, retrieving, assembly, and refileing the documents in accordance with the Government's original submission to Cipher or pursuant to the Government's instructions to Cipher. It may also include the provision of binders, tabs, dividers, and other supplies as necessary. It may include pickup and delivery. Cipher shall create and maintain detailed log sheets and associated document controls.

Cipher must design, maintain, and implement a system for identifying and marking documents that will be used for information or evidence in legal matters. A Bates numbering or bar code system may be required to generate and attach unique identifying numbers to all documents. In addition, Phrase Labeling may be required which will indicate at a minimum a document's source, file owner, production request information, and other needed information. Phrase labels must be accurate, contain the information specified, and be legible on all copies.

Database Development: Cipher shall design, implement, maintain, and update databases used for information in legal matters. The databases shall include (1) full-text databases; (2) databases composed of coded and formatted data; and (3) databases consisting of graphic images of a variety of document types.

Cipher shall be responsible for converting deposition and trial transcripts, interrogatories, interrogatory responses, briefs and other documents for full-text searching and storage on CD-ROM, compatible with the customer agency's software.

Software provided by Cipher must be compatible with that of the Ordering Activity. "Hands on" training, if required, and instructional manuals shall be furnished on the software that is used at no additional cost to the Ordering Activity.

Document Reproduction: Cipher shall provide high-volume reproduction of documents at Cipher (or subcontractor's) site or at a site otherwise specified by the Ordering Activity. Cipher shall provide all facilities, equipment, labor, and supplies for performing this task. Work ordered under this requirement will not be performed at Government-funded Document Centers. Work may be ordered on a regular or accelerated (to be defined and determined by the Ordering Activity) turnaround basis.

Cipher shall provide personnel, equipment, and materials for the purpose of organizing and preparing documents for reproduction (including photocopying) or for other image capture. Cipher shall maintain a high level of quality control to assure that each page is reproduced so that every line and character on the original page appears on the reproduced page and is clearly legible.

If required by an Ordering Activity, Cipher shall produce reproductions of documents on other media, i.e., diskette, tape, poster board, CD, and microfilm compatible with the Ordering Activity's software. To the extent specified, Cipher's capabilities shall comprise copying digital data as well as video and audiotapes.

In addition to standard size and type documents, Cipher may be required to reproduce a wide-range of varying sized documents such as charts, engineering drawings, blueprints, and photographs. Cipher shall provide for color copying of documents that are in color. In cases where special copying techniques (i.e., source documents, charts, or drawings) are required, Cipher shall preserve greytone.

Cipher shall provide document image scanning and related services. Image scanning and related services shall be provided for government and non-government documents, on or off site, i.e., the Government's storage facilities, or Cipher's or subcontractor's facilities.

Cipher shall image and/or scan materials according to priorities set by the Ordering Activity. All documents shall be accessible on compact discs (CD) to be viewed and/or printed from any workstation used by the Ordering Activity. The electronic files shall be marked and indexed for search purposes and made available on CD.

- b. **Security:** All personnel with access to confidential, proprietary, protected or sensitive materials will be required to sign non-disclosure agreements.

Some agencies may require various Cipher personnel to obtain a security clearance before receiving access to facilities and information. Security clearances, when required on individual orders, will be obtained at Cipher's expense. Due to the nature and sensitivity of the documents that will be handled by Cipher, care must be given to safeguarding files whether on or off site. Confidentiality of file content must be kept at all times.

Cipher Systems, as a provider and reseller of such services, can offer these resources directly. As the Prime Contractor -- with prior approval from the Ordering Activity -- Cipher Systems will team with other GSA Schedule Providers.

1.8 Film Processing Services [C R010] [Schedule 36 IV /SIN 51-508]

Technical Requirements for Film Processing:

Cipher shall furnish labor and materials for the performance of work required. Performance will include, but not necessarily be limited to: Processing, Printing and mounting of 35 mm and 16-mm color and black and white film. Transferring sound tracks from magnetic-to-optical or optical-to-magnetic from or to 1/4", 16, and 35 mm. Length of film print for billing purposes shall be head printer start to tail printer punch, plus 8 feet for head leaders, plus 7 feet for tail leaders.

The quality of Cipher services, supplies and equipment shall meet the recognized and general accepted standards of the commercial motion picture industry, using American National Standards Institute (ANSI) standards, Society of Motion Picture and Television Engineers (SMPTE) practice, Association of Cinema and Video Laboratories (ACVL) procedures, and motion picture film manufacturer's recommended specifications.

Cipher equipment must incorporate protective measures to minimize any potential damage to the film; and must comply with approved industry practice and ANSI standards for printer aperture size, weave tolerance, vertical movement and definition flicker. This equipment must have the capability to make scene to scene color and density corrections, and the density difference over the entire frame area shall not be greater than 0.08. Release prints shall be waxed and/or lubricated to insure smooth projection and this treatment shall be accomplished prior to the submission of release prints for inspection.

There shall not be more than one splice per release, and splices must be located so as not to affect narration. There will be no splices in classified prints. All raw stock used in performance of this contract must be of the safety type.

From each unused picture negative and/or sound track furnished by the Government, Cipher must provide a minimum of: One hundred acceptable quality 16 mm prints provided that at least 25 prints are ordered at one time; 100 acceptable quality 35 mm prints provided that at least 25 prints are ordered at one time. Should Cipher damage either the picture negative or sound track before these quantities are provided, Cipher shall replace the damage materials at no cost to the Government.

Each release print shall be the copy of the preprint material furnishing by the Government. Release prints shall be free from such defects as discoloration, water spots, stains, chipping, scaling, blistering, peeling, reticulation static marks, cinch marks, abrasion, dirt, dust, and other foreign matter (and from print-through of any such defects), not appearing either in the original preprint material furnished by the Government or in sample release prints supplied to and approved by the Government. Subject Length is defined as "the Length of an individual subject without leaders."

Technical Requirements for Videotape:

Specifications and standards for the items and services converted by this solicitation are those recommended by the Society of Motion Pictures and Television Engineers and the Association of Cinema and Video Laboratories and in conformance with the regulations of the Federal Communication Commission.

Materials used in contract performance must be new, and workmanship must meet the recognized and generally accepted standards of the motion picture and/or television industries for such work. Items and services furnished must satisfactorily perform the functions of their intended use.

Broadcast and non-broadcast videotape materials shall be made so that they will record and playback in accordance with the recommended performance requirements of the equipment manufacturer. For billing purposes the length of the videotape duplicate shall be program length, plus 30-60 seconds of color bar at head, 10 seconds slate/countdown, 10 seconds of black at the tail and 10 seconds of head leader.

Terms Applicable to Prints (color positive, color reversal, black and white positive, black and white negative)

- 16 mm Color positive prints to include original color negative processing;
- 16 mm Color reversal prints to include original color reversal processing and intermediates;
- 16 mm B&W positive prints to include original B&W negative processing;
- 35 mm B&W prints to include original B&W negative processing;
- 35 mm Filmstrips and Slides to include:
 - (a) Original processing,
 - (b) Master filmstrip photography,
 - (c) Master original (2 x 2) slide photography,
 - (d) Color reversal (2 x 2) slide duplicate,
 - (e) Color positive filmstrips,
 - (f) Color positive (2 x 2) slide duplicate
- Miscellaneous Additional Items or Services as a supportive item or
- Film-to Tape Transfer
- Tape-to-Tape Duplication and 262-53 – Miscellaneous Additional Items or Services.

Delivery Prices for Professional Film Processing and Videotape Duplication Services Only:

For destinations within the Interstate commerce Commission (ICC) prescribed commercial zone (as defined in CFR 49, subtitle B, Chapter X, Part 1048, for the city or town where the production facility is located, the prices offered must delivery within consignee premises.

For delivery to destinations outside of the ICC prescribed commercial zone for the city or town where the production facility is located, the prices offered will be FOB Cipher's production facility.

The foregoing is also applicable to delivery charges for returning Government-furnished property to the Government. In cases where the ordering office and the consignee are at different locations, the applicable prices for a particular delivery order will be determined on the basis of the consignee location.

Time of Shipment for Film Processing & Printing Services:

Shipment is *REQUIRED* to be made within the number of days as indicated below, after receipt of order, receipt of necessary Government furnished materials, or when required notification from the ordering office of approval to proceed with performance whichever is later.

Film Processing & Printing Services	Number of Days	Parameter
Processing and Workprints	2 days	per 10,000 ft
Original Processing Workprints	1 day	
Answer Prints	5 days	
Release Prints (No Cartridge or Cassette Loading involved)	16 days	
Masters or Inter-negatives	5 days	

Time of Shipment For Videotape Duplication Services	Number of Days	Parameter
Original Tape Duplicate	2 days	per 2 hours of Original tape
Edited Master Duplicate	3 days	
Trial Release Duplicate	3 days	
Release Duplicate (No Cartridge or Cassette Loading involved)	10 days	
Release Duplicates (Cartridge or 16 days Cassette Loading involved)	5 days	
Masters and Mirror Masters	7 days	
Tape-Tape Transfer (Answer Print)	5 days	
Film-to-Tape Transfer	5 days	

Cipher Systems, as a provider and reseller of such services, can offer these resources directly. As the Prime Contractor -- with prior approval from the Ordering Activity -- Cipher Systems will team with other GSA Schedule Providers.

Chapter 8 Small Business Participation Promotion

USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS

Chapter 8: Small Business Participation Promotion

1. PREAMBLE

Cipher Systems, LLC. (DBA Cipher) provides commercial products and services to the Federal Government. 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.

2. COMMITMENT

- ▶ To actively seek and partner with small businesses.
- ▶ To identify, quality, 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 which 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 Federal Government contracts. To accelerate potential opportunities, please contact:

Cipher Systems, LLC. (DBA Cipher)
2200 Defense Highway, Suite 400
Crofton, MD 21114
Attn: Ed Jarrell, Vice President
(410) 451-6889
E.Jarrell@Cipher-sys.com

Chapter
9

Sample BPA Agreement

BEST VALUE
BLANKET PURCHASE AGREEMENT
FEDERAL SUPPLY SCHEDULE

Chapter 9: Blanket Purchase Agreement [BPA]

1.1 Form Letter

Cipher Systems, LLC. (DBA Cipher)
2200 Defense Highway, Suite 400
Crofton, Maryland 21114
Attn: Ed Jarrell, Vice President
(410) 451-6889

In the spirit of the Federal Acquisition Streamlining Act

(Ordering Activity) and Cipher Systems, LLC enter into a cooperative agreement to further reduce the administrative costs of acquiring commercial items from the General Services Administration (GSA) Federal Supply Service Consolidated Schedule Contract [**GS-00F-0014P**].

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

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

Signatures

_____	_____	_____	_____
Ordering Activity	Date	Cipher Systems, LLC	Date

1.2 Form Agreement

CIPHER SYSTEMS, LLC (DBA CIPHER)

BLANKET PURCHASE AGREEMENT

BPA NUMBER _____

Pursuant to GSA Federal Supply Service Consolidated Schedule Contract Number: **GS-00F-0014P**, Blanket Purchase Agreements, Cipher agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH (Ordering Activity):

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

<u>MODEL NUMBER/PART NUMBER</u>	<u>*SPECIAL BPA DISCOUNT/PRICE</u>
_____	_____
_____	_____
_____	_____
_____	_____

- (2) Delivery:

<u>Destination</u>	<u>DELIVERY SCHEDULES / DATES</u>
_____	_____
_____	_____
_____	_____
_____	_____

- (3) The Ordering Activity estimates, but does not guarantee, that the volume of purchases through this agreement will be \$ _____.
- (4) This BPA does not obligate any funds.
- (5) This BPA expires on _____ or at the end of the contract period, whichever is earlier.
- (6) The following office(s) is hereby authorized to place orders under this BPA:

<u>OFFICE</u>	<u>POINT OF CONTACT</u>
_____	_____
_____	_____
_____	_____
_____	_____

- (7) Orders will be placed against this BPA via Electronic Data Interchange (EDI), FAX, or paper.
- (8) Unless otherwise agreed to, all deliveries under this BPA must be accompanied by delivery tickets or sales slips that must contain the following information as a minimum:
 - (a) Name of Contractor;
 - (b) Contract Number;
 - (c) BPA Number;
 - (d) Model Number or National Stock Number (NSN);
 - (e) Purchase Order Number;
 - (f) Date of Purchase;
 - (g) Quantity, Unit Price, and Extension of Each Item
Unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information; and
 - (h) Date of Shipment.
- (9) The requirements of a proper invoice are specified in the Federal Supply Schedule contract. Invoices will be submitted to the address specified within the purchase order transmission issued against this BPA.
- (10) The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of this BPA and a Cipher invoice, the provisions of this BPA will take precedence.

Chapter

10

Contractor Team Agreements

**BASIC GUIDELINES
FOR USING
CONTRACTOR TEAM ARRANGEMENTS****Chapter 10: Contractor Team Arrangements****1.1 Overview**

Federal Supply Schedule Contractors may use “Contractor Team Arrangements” (see FAR 9.6) to provide solutions when responding to an Ordering Activity requirements. These Team Arrangements can be included under a Blanket Purchase Agreement (BPA). BPAs are permitted under all Federal Supply Schedule contracts.

Orders under a Team Arrangement are subject to Terms and Conditions or the Federal Supply Schedule Contract. Participation in a Team Arrangement is limited to Federal Supply Schedule Contractors. Customers should refer to FAR 9.6 for specific details on Team Arrangements.

1.2 Outline

Here is a general outline on how it works:

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

Chapter
11

**Information Technology Equipment and
Software Pricelist**

Chapter 11: Information Technology Equipment and Software

1. CIPHER SYSTEMS, LLC.

Competitive Intelligence/Knowledge Management Software

Knowledge.Works						
SIN	Number of Power Users	License Fee Per Business Unit				
		1	2	3	4	5
C 7030	1-5	\$45,340	\$81,612	\$110,630	\$133,753	\$152,343
C 7030	6-15	\$81,612	\$117,884	\$146,902	\$170,025	\$188,615
C 7030	16-25	\$110,630	\$139,647	\$168,665	\$191,788	\$210,378
C 7030	26-35	\$133,753	\$156,877	\$180,000	\$203,123	\$221,713
C 7030	36-45	\$152,343	\$170,932	\$189,521	\$208,111	\$223,073
C 7030	46-55	\$167,305	\$182,267	\$197,229	\$212,191	\$223,980
C 7030	56-65	\$179,093	\$190,882	\$202,670	\$214,458	\$225,340
C 7030	66-75	\$188,615	\$198,136	\$207,657	\$217,179	\$226,700

SIN	CLIN	Options	Rate
Browser User Assess			
C 7030	KWKS-USER-01	Knowledge.Works Browser Users [per user]	\$7.25
Start-Up Support			
C D307	KWKS-MAC-01D	Business Consultant [per day]	\$1,500
C D307	KWKS-TAC-01D	Technical Consultant [peer day]	\$1,125
C D307	KWKS-TAS-01D	Product Customization [per day]	\$938
Start-Up Support			
C 7030	KWKS-MAIN-01	Annual Maintenance [percentage of software purchase]	18%

1.1. Installation, De-Installation and Re-Installation Charges

The software items identified in this pricelist are normally self installable units, and are usually installed by the Government under most conditions. However, should the Government need installation service support from Cipher Systems to install the software items identified in this pricelist at a Government's site, then such installation service is available for an additional charge above and beyond the unit price of the software item(s) as identified above.

1.2. Travel Expenses for Installation Activities

If in the performance of installation activities under this contract, any travel is required by the Ordering Activity, then Cipher Systems will be reimbursed by the Ordering Activity. Cipher Systems travel will be in accordance with the then current Joint Federal Travel Regulation [JFTR], as applicable. Established Federal Government per diem rates will apply to Cipher Systems travel.

1.3. Return Merchandise Authorization [RMA] Policy

The Government shall ship the software to Cipher Systems within fourteen (14) days after receipt of the R.A. Number.

- For returns due to the fault or negligence of Cipher Systems, Cipher Systems will bear cost of returning the product via ground transportation. After an R.A. Number is assigned, Cipher Systems will arrange for rapid pick up of the shipment. No C.O.D. shipments will be accepted.
- For returns due to the fault or negligence of the Government, the Government will bear the cost of returning the product and pay a restocking fee of 10%, if applicable.
- The Government has thirty (30) days from the receipt of an invoice to inform Cipher Systems Customer Service Office of any discrepancies between an invoice and the shipments received under an invoice.

1.4. RMA Instructions for Software

Cipher Systems will provide customer service support for all returning software products sold under this GSA Consolidated Schedule. Software Products can be returned under the following conditions.

- The Government has the right to return defective product within thirty (30) days from the date of delivery. Defective software will be replaced either by the manufacturer or Cipher Systems. The manufacturer may elect to offer download services to the end-user. In order to control pirating of software, suitable identification would be required by the manufacturer or Cipher Systems. This certification process usually takes the form of providing the Serial Number of the software. If the Serial ID is embedded on the disk and the disk is unreadable, then the download options may not be viable. In that case the software disk is sent to Cipher Systems or the software manufacturer for replacement. Direct shipment to the manufacturer will expedite the receipt and installation of the software.
- In addition, the Government has the right to return non-defective, non-damaged, un-opened software for credit within thirty (30) days from the date of delivery. After this thirty-day period has expired, only warranty returns will be accepted.

All returns must have a Return Authorization (R.A.) Number. Cipher Systems' Customer Service Office will assign a Return Authorization Number for the item.

Returns are inspected by Cipher Systems and accepted if: the software product was unopened by the Government, or Opened product was damaged or defective. For defective software, only the media has to be returned plus the identifying marks associated with the product. The packaging material such as the CD Case or the software envelope may have the serial number inscribed.

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A. PRICELIST ADDENDUM

Appendix A addresses subject material in support of the GSA Consolidated Schedule's Special Items Numbers [SIN] offering.

A.1. Third Party Provisions

Cipher Systems can accept task orders from 1) Prime Subcontractors, 2) Management and Operating Contractors [MOC], 3) Teaming Partners with approved GSA Schedule Holders or 4) Third Party Agents with prior approval from GSA and/or the Ordering Activity.

A.1.1. Federal Government Orders from other Federal Contractors

Federal Government Cost Reimbursement Prime Contractors & Management and Operating Contractors are authorized to order under this GSA Corporate Schedule Contract provided each type of Contractor complies with the provisions appropriate to the Type of Contractor set forth below.

A.1.1.1. Cost Reimbursement Prime Contractor

A Federal Government Cost Reimbursement Prime Contractor is a company contracting directly with a Federal Agency under the terms of which contract the Prime Contractor receives payment for its allowable incurred costs. Cipher Systems will accept orders from such Contractors under this Schedule Contract providing that:

- A. A written authorization provided to the Federal Government Cost Reimbursement Prime Contractor by the Federal Agency states that the named Federal Government Cost Reimbursement Prime Contractor is authorized to procure from GSA Supply sources in the performance of prime contract number _____ and title to any equipment purchased by Cipher Systems will vest in the U.S. Government, and a copy of such authorization is furnished to Cipher Systems by the Federal Government Cost Reimbursement Prime Contractor; and
- B. Each order placed by the authorized Federal Government Cost Reimbursement Prime Contractor states:
"This order is placed under terms of your GSA Corporate Schedule Contract pursuant to a written authorization dated _____, and furnished to Cipher Systems. Regardless of the terms and conditions contained in this order, the terms and conditions of Cipher Systems' GSA Schedule Contract will be the only terms and conditions applicable to this transaction."

It is understood and agreed that title to any machines purchased hereunder shall vest directly in the Government at the time of acceptance. Machines purchased and programs licensed hereunder will be utilized solely for the performance of the cost reimbursement prime contract under which this authorization was granted. Maintenance service ordered hereunder is solely for the purpose of maintaining Government owned machines.

Notice:

Written authorization provided to cost reimbursement prime contractors by the Government should specifically state that the prime contractor "**is authorized to procure from GSA supply sources**" and should not be limited solely to authorization to purchase product if it is intended that Special Items other than Group D/R and Special Item Number SIN 7030 are to be utilized by Cipher Systems.

A.1.1.2. Federal Government Orders by Management and Operating Contractor (MOC)

A Federal Government Management and Operating Contractor (**MOC**) is a prime contractor under contract with an federal agency (who is authorized by statute to enter into such a Management and Operating Contract) to operate, maintain, or support on behalf of the Government, a “Government-owned or -controlled research, development, special production, or testing establishment wholly or principally devoted to one or more major programs of the contracting Federal Agency.” Cipher Systems will accept orders from such MOC’s under this Schedule Contract provided that:

- A. A written authorization provided to the MOC by the Federal Agency states that the named MOC is authorized to procure from GSA Supply sources in the performance of MOC contract number _____ and title to any equipment purchased by the MOC will vest in the U.S. Government, and a copy of such authorization is furnished to Cipher Systems by the MOC; and
- B. Each order placed by the authorized MOC states:
“This order is placed under terms of your GSA Schedule Contract pursuant to a written authorization dated _____, and furnished to Cipher Systems. Regardless of the terms and conditions contained in this order, the terms and conditions of the Cipher Systems, GSA Schedule Contract will be the only terms and conditions applicable to this transaction.”

It is understood and agreed that title to any machines purchased hereunder shall vest directly in the Government at the time of acceptance. Machines purchased and programs licensed hereunder will be utilized solely for the performance of the cost reimbursement prime contract under which this authorization was granted.

Notice

Written authorization provided to the MOC by the Government should specifically state that the prime Contractor “is authorized to procure from GSA supply sources” and should not be limited solely to authorization to purchase if it is intended that special items other than Group D/R and Special Item Number SIN C 7030 are to be utilized by Cipher Systems.

A.1.2. GSA Teaming Partners

Under the Federal Supply Service GSA Corporate Schedule, Cipher Systems can accept orders where one more than one GSA Schedule holder is involved. These GSA Teaming Partners must be properly identified to Ordering Activity. Specifically, each contractor participating in a contractor team arrangement must abide by all terms and conditions of their respective contracts. This includes compliance with Clauses 552.238-74; Contractor’s Reports of Sales and 552-238-76, Industrial Funding Fee, i.e., each contractor (team member) must report sales and remit the IFF for all products and services provided under its individual contract.

A.1.3. Third Party Agents

Cipher Systems has created a Third Party Alliance with other US firms to pursue GSA schedule opportunities. This alliance manifest itself as either an agent of this schedule or as the receipt of the government order citing the Cipher Systems’ GSA Schedule as the contract vehicle in use. For third party agents, the following procedure is followed:

1. All Purchase Orders are made out to Cipher Systems [**Cipher**] in care of Agent Name,
2. All Purchase Orders are sent to Cipher Systems.
3. All Terms and Conditions commence at date of receipt of Purchase Order.
4. Under no circumstances can Agent bill or ship products on a Government P.O. referencing this contract.

The Manufacturers and Professional Service firms who are approved under this schedule will be identified as Third Party agents as well. It is Cipher Systems’ intent to utilize their services where appropriate and approved by the Ordering Activity.

The current approved Third Party Agents who can receive orders directly from the government agency but reference Cipher Systems Contract Number (GS-00F-0014P) are

Authorized Dealers	
<p>Imaging Acceptance Corporation 100 Main Street Warrenton, Virginia 20186-3333 (540) 349-1985 (v) (540) 349-1988 (f) www.imagingacceptance.com</p>	<p>Digital Metropolis, Inc. 2000 Arapahoe St. S Denver, Colorado 80205 (30) 292-4692 (v) (303) 292-6778 (f) www.digitalmetropolis.com</p> <p>PGM Creative, Inc. 6300 South Syracuse Way Centennial, Colorado 80111-6725 (303) 792.2564 (v) (303) 792.5910 (f) www.pgmcreative.com</p>

B. PROFESSIONAL SERVICES PRICING METHODOLOGY

General Professional Services are provided based on the utilization and type of individual required for a given task. These services are offered consistent to the terms and conditions set forth in the specific Special Items Numbers [SIN] identified within this GSA Corporate Schedule Contract. The basic provisions for providing professional services are presented within this appendix.

The specific skill positions are addressed in Professional Information Technology Services [see Chapter 4], Market Research [See Chapter 5, and Appendix E]. Other Professional Services - MOBIS [See Chapter 6 and Appendix F] or Other Professional and Administrative Services [Chapter 7 and Appendix G].

B.1. Utilization Definitions

For a given project, Cipher Systems will respond to an agency’s Request For Proposal [RFQ]. From the Statement of Work [SOW], Cipher Systems will determine the makeup and skill levels of the proposed technical staff. Upon acceptance of Cipher Systems’ offer, the firm will assemble the project team from its available staff, new and identified hires, or approved subcontractors. The skill sets required for a given activity are subject to agreement by both the Ordering Activity and Cipher Systems. Since skill levels and individual job experience vary, Cipher Systems has designed a flexible rate structure to accommodate these variances. The three levels of efforts are:

Qualifier	A.K.A	Utilization Rate	Definition	Characterization
1 Ad-Hoc On-Demand	Daily	Low [LU]	Applies to an individual whose billable hours will be less than 450 hours per year.	A quick response and a very limited period of time on assignment
2 Moderate Demand	Monthly	Moderate [MU]	Applies to an individual whose billable hours will be between 450 and 1,000 hours per year.	The project requirements estimate a minimal to moderate level of effort. The utilization rate is estimated to be under 50% for the year
3 Constant Demand	Yearly	High [HU]	Applies to an individual whose billable hours will be greater than 1,000 hours per year.	The project requirements estimate a moderate to high level of effort and the utilization rate is estimated to be over 50%.

B.2. Skill Level Descriptions and Rates

The Skill Level Chart and the Professional Service Rate table are linked together. The Skill Matrix Chart defines the skill levels associated with each job position and the utilization rates that apply. The experience, education and description of duties for the position service categories are found in this appendix. These job position descriptions should be used as a guideline to the typical background of our staff. Resumes will be provided, upon request, prior to assignment of Cipher Systems’ staff. There exist additional price tables for task specific and per day activities. In general consulting services are offered by the day and are defined within the appropriate appendices.

Cipher Systems has structured the labor tables to reflect various levels of experiences and accomplishments of the individual. This includes the development of grades and step levels for its professional staff. To assist the agency in determining the type of individual suitable for a potential task, the following legend is provided. Since there are constant variations from the description of a skill to the actual individual’s circumstances, this legend and subsequent charts should serve mainly as a **guide** in determining the type and rate of an individual. A Cipher Systems representative is expected to assist the Ordering Activity in assembling a project team for a given task. Cipher Systems would expect to respond to a direct inquiry or Request for Quotation [RFQ] to determine precisely the structure of the project team, its members, and the degree of an individual’s involvement in the project

B.2.1. Consulting Services

Level	Description
A	The consultant will typically provide senior expertise within multiple disciplines such as Knowledge Management, Competitive Intelligence, Enterprise Resource Planning, Data Assurance, or Information Strategy. At least 25 years of experience demonstrating progressive accomplishment in the design, development, implementation, and management of large and complex information technology systems.
B	The consultant will typically provide senior expertise within multiple disciplines and has experience in advising senior executives on effective utilization of information technology systems and reengineering to meet business objectives. More than 20 years of experience of progressive accomplishment managing and implementing large, complex information technology systems.
C	The manager has extensive experience within multiple disciplines involving large systems modernization and business practice re-engineering. Up to 20 years of technical and managerial experience with large, complex systems, providing key leadership in a multi-vendor and multi-platform environment.

Notice

Consultants at skill levels A, B, or C provide managerial and technical leadership for development, implementation and operations of complex information technology systems implementation. They are recognized for their experience in providing expert guidance to senior executives. For emerging technology or time critical assignments, the individual may not possess the number of years specified but has demonstrated exceptional management and/or technical ability in the field of interest.

B.2.2. Professional and Management Services

Level	Description
D	The individual has senior-level experience within multiple disciplines. More than 12 years of progressive technical and managerial experience in the selection and introduction of large and complex information technology systems applied across multiple information technology platforms and the integration of diverse architectures.
E	The individual has experience within multiple disciplines. Up to 12 years of progressive technical and managerial experience in the introduction and deployment of complex KM/CI/IT architectures, applications, and infrastructures.
F	This individual generally has deep understanding of architecture, process, and management within their given areas of specialization combined with a solid experience across a range of KM/CI/IT related initiatives. The individual has up to 12 years across a broad spectrum of systems, applications, user communities, and requirements.
G	Up to 12 years of progressive systems and applications experience across a variety of user communities and requirements. This level of personnel generally has deep understanding of architecture, applications, and process within their given areas of specialization.
H	Generally regarded as an expert within their particular discipline or technology. This level of personnel generally has up to 10 years of professional experience within a particular field of expertise.
I	Superior knowledge of the labor category field combined with a robust appreciation of a variety of KM/CI/IT environments and processes plus a demonstrated ability to work independently on complex assignments. This level of personnel generally has up to 10 years of professional experience in the field of expertise.

B.2.3. Analytical and Technical Services

Level	Description
J	Specific knowledge of the labor category field, broad knowledge of related technologies and techniques, and a demonstrated ability to independently work on complex assignments. This level of personnel generally has up to 8 years of professional experience in the field of expertise.
K	Significant knowledge of the labor category field and the ability to work independently on typical assignments. This level of personnel generally has at least 6 years of professional experience in the field of expertise.
L	General technical knowledge of the labor category field and the ability to work with considerable latitude and minimal supervision. Technical personnel generally have at least 3 years of professional experience in the field of expertise.
M	General technical knowledge of the labor category field and the ability to work with supervision. Technical personnel generally have up to 2 years of professional experience in the field of expertise.
N	General technical knowledge of the labor category field and the ability to work with supervision. Personnel generally have more than 1 year of professional experience in the field of expertise.
O	Some technical knowledge of the labor category field and the ability to work with supervision. Entry level position

B.2.4. Administrative and Technical Support Services

Level	Description
P	General Administrative Support Staff category. Knowledge base is not necessarily in the KM/CI/IT field. Individual has the ability to work with no supervision. Staff member has up to 5 years of general business experience. Educational requirements fall into high school and work experience.
R	General Administrative Support Staff category. Knowledge base is not necessarily in the KM/CI/IT field. Individual has the ability to work with minimal supervision. Staff member has up to 4 years of general business experience. Educational requirements fall into high school and work experience.
S	General Administrative Support Staff category. Knowledge base is not necessarily in the KM/CI/IT field. Individual has the ability to work with minimal supervision. Staff member has up to 5 years of general business experience. Educational requirements fall into high school and work experience.
T	General Administrative Support Staff category. Knowledge base is not necessarily in the KM/CI/IT field. Individual has the ability to work with minimal supervision. Staff member has up to 5 years of general business experience. Educational requirements fall into high school and work experience.
U	General Administrative Support Staff category. Knowledge base is not necessarily in the KM/CI/IT field. Individual has the ability to work with minimal supervision. Staff member has up to 3 years of general business experience. Educational requirements fall into high school and work experience.
V	General Administrative Support Staff category. Knowledge base is not necessarily in the KM/CI/IT field. Individual has the ability to work with some supervision. Staff member has up to 2 years of general business experience. Educational requirements fall into high school and work experience.
W	General Administrative Support Staff category. Knowledge base is not necessarily in the KM/CI/IT field. Individual has the ability to work with supervision. Staff member has up to 1 year of general business experience. Educational requirements fall into high school and work experience.

B.3. Professional Service Types

Cipher Systems offers a collection of Professional Services by the hour, per task, and by the day for various KM/CI or IT projects. From a given Statement of Work [SOW], functional areas and personnel skill types are identified. Refer to Appendix C for a complete list of the Position and their Descriptions. Refer to Chapter 4 for Professional Information Technology Services [Group D] and for other professional and administrative services refer to Group R – Chapter 5, 6 and 7 and/or Appendix E, F, and G.

B.3.1. Professional Services By Hour

The professional service offering with their corresponding utilization rates are provided at the end of Chapter 4, 5 and 6.

B.3.2. Professional Engineering Services By Task

This work is performed by individuals qualified to perform the tasks but who are not identified by a specific skill set [Storage Specialist]. A typical task would be the installation of complex COTS software on a remote hosting environment, the overview of the system performance of a critical network system, an infrastructure assessment, the assessment of an agency’s IT system objectives, its design, and current operations, the identification of strengths or possible weakness in the overall performance of a data center facility, or the design of a new system architecture in terms of hardware, software, database and telecommunications components. The specific task activities are described in the appropriate sections of the contract:

Type of Offering	SIN	Catalog Location
Professional Information Technology Services	Group D – D300 Series	Chapter 4
IT Products	Group 70 - 7030	Chapter 11
Market Research	Group R - R422	Chapter 5/Appendix E
MOBIS	Group R - R499	Chapter 6/Appendix F
Other Professional and Administrative Services	Group R - R699B	Chapter 7/Appendix G
IT Training	Group U – U012	Chapter 3/Appendix H
KM/CI Training	Group U – U099	Appendix H

B.3.3. Consulting Services Per Day Basis

This work is performed whenever a High Level Professional is required. A typical task may be the overview of the system performance of a critical Web system, an e-infrastructure assessment, a review of the client’s disaster recovery procedures and action plans, and the feasibility of incorporating an e-Learning application within a client’s site. These individuals are not normally assigned to a peculiar task order for a long period of time. They are in high demand and needed at the highest level of IT project effort.

Type of Offering	SIN	Catalog Location
Professional Information Technology Services	Group D – D300 Series	Not Available
IT Products	Group 70 - 7030	Chapter 11
Market Research	Group R - R422	Chapter 5
MOBIS	Group R - R499	Not Available

C. POSITION DESCRIPTIONS AND QUALIFICATIONS

Cipher Systems organizes its job positions by categories. There are 14 skill categories, namely:

Category		Accounting Code
1	Administrative Support Services	AS
2	Architecture/Design/Analysis	AD
3	Contract Administrator Services	CS
4	Database Design and Development	DD
5	Engineering Support Services	ES
7	Knowledge Management Support	KM
8	Security Assurances	SA
9	Program/Project Management	PM
10	Software Design & Development	SD
11	WEB Professional Services	WP
12	Internet Support Services	IS
13	Management Analysis	MA
14	Consulting Services	CS

Each Category is defined and their accompanying position titles and their qualifications follow. For each position, qualifications can vary; i.e. educational achievement can replace years of experience. For example, assuming a positional education requirement was a Bachelor's degree, then a Master's degree replaces one year of specific field experience and a PHD degree with two to three years of specialized experience and responsibility.

C.1. Category 1: Administrative Support Services

All non-professional labor categories must be incidental to and used solely to support KM/CI/IT product and/or professional services, and cannot be purchased separately.

Job Code	Skill Position	Status	Skill Level
CIP-AS-02	Administrative Assistant	Non-Exempt	V
CIP-AS-03	Administrative Assistant, Senior	Non-Exempt	U
CIP-AS-04	Administrative Assistant, Lead	Non-Exempt	T
CIP-AS-05	Executive Assistant	Non-Exempt	R
CIP-AS-06	Executive Assistant, Senior	Non-Exempt	P

CIP-AS-02 Administrative Assistant (V)

Functional Responsibilities:

Performs work which requires a basic knowledge of grammar, spelling, reading and mathematical calculations to record messages and report simple information; and/or the ability to operate general or specialized office equipment. Work requires a working knowledge of general office procedures and practices, and/or the ability to operate such specialized office equipment as word processors or microcomputers. Position performs a range of routine work that may involve limited choices between fairly well defined options. Work will follow a well-defined pattern and/or be subject to close supervision. Work assignments are well defined and structured. Interaction with others, possibly including clients or the general public, is to exchange general information of a routine and non-complex nature. The primary purpose of contacts is to obtain, clarify or give facts or information.

General Experience:

Generally requires one year of experience or equivalent combination of education and experience. Individual successfully demonstrates knowledge, skills, competencies and level of proficiency required for this level and type of work.

General Education:

Generally requires high school diploma, where a GED may replace a high school diploma and each year of college may replace a half year of experience

CIP-AS-03 Senior Administrative Assistant (U)

Functional Responsibilities:

Performs a variety of moderately complex duties that require a working knowledge of general office procedures and practices and the ability to operate general and specialized office equipment. Computer related responsibilities might involve common office applications, including word processing, spreadsheet, graphics or similar work. This position may conduct basic research and assist in data gathering for projects. Position involves work that requires the planning and organization of the individual's own work. Decisions revolve around prioritization, and analysis of the subject and selection of appropriate courses of action from limited alternatives where some judgment is required. Decisions made by this position will generally require approval from higher authority prior to implementation unless they fall within generally accepted practices or previous guidance. Interactions with others, possibly including clients or the general public, are primarily to obtain, clarify, provide or exchange facts or information.

General Experience:

Generally requires 2 years of experience or equivalent combination of education and experience. Individual successfully demonstrates knowledge, skills, competencies and level of proficiency required for this level and type of work.

General Education:

Generally requires high school diploma, where a GED may replace a high school diploma and each year of college may replace a half year of experience

CIP-AS-04 Lead Administrative Assistant (T)**Functional Responsibilities:**

Performs a variety of complex duties that involve a working knowledge of general office procedures and practices and the ability to operate general or specialized office equipment. Computer related responsibilities involve advanced word processing, spreadsheet, database/report input, or graphics work. Conducts research and assists in special projects such as data gathering for budget preparation. The Individual will have extensive knowledge of assigned departments practices and procedures. Position involves work that requires the planning and organization of the individual's own work. Decisions revolve around prioritization, and analysis of the subject, phase or issues involved in the assignment and accomplishment of work, and selection of appropriate courses of action from limited alternatives where some judgment is required. Contacts with others will be to obtain, clarify or give facts or information or to plan, coordinate, advise, give information or obtain facts which may require influencing or motivating individuals who are working toward mutual goals and who have basically cooperative attitudes

General Experience:

Generally requires up to 5 years of experience or equivalent combination of education and experience. Individual successfully demonstrates knowledge, skills, competencies and level of proficiency required for this level and type of work.

General Education:

Generally requires high school diploma, where a GED may replace a high school diploma and each year of college may replace a half year of experience

CIP-AS-05 Executive Assistant (R)**Functional Responsibilities:**

Performs a variety of complex administrative assignments that require an in-depth working knowledge of office rules, procedures, practices and operations. Computer related responsibilities involve advanced word processing or spreadsheet, database, or graphics work. Conducts research and assists in special projects such as data gathering for budget preparation. Uses extensive knowledge of assigned departments, practices and procedures. May perform duties of a highly confidential nature that require comprehensive knowledge of company policies, practices and procedures. Position involves work that requires the planning and organization of the individual's own work. Decisions revolve around prioritization, an analysis of the subject, phase or issues involved in making/accomplishing a work assignment, and the selection of appropriate courses of action from several alternatives where the exercise of judgment is required.

General Experience:

Generally requires up to 6 years of experience or equivalent combination of education and experience with at least 2 years of relevant KM/CI/IT experience or equivalent combination of education and experience. Individual successfully demonstrates knowledge, skills, competencies and level of proficiency required for this level and type of work.

General Education:

Generally requires high school diploma, where a GED may replace a high school diploma and each year of college may replace a half year of experience

CIP-AS-06 Senior Executive Assistant (P)

Functional Responsibilities:

Works for a senior executive of the organization. Performs a variety of complex administrative assignments that require an in-depth working knowledge of office rules, procedures, practices and operations. Computer related responsibilities involve advanced word processing, spreadsheet, database, or graphics work. Conducts research and handles special projects such as data gathering for budget preparation. Uses extensive knowledge of organization-wide practices and procedures. Performs duties of a highly confidential nature that require a comprehensive knowledge of company policies, practices and procedures. Position involves work that requires the planning and organization of the individual's own work. Decisions revolve around prioritization, an analysis of the subject, phase or issues involved in making work assignments, and the selection of appropriate courses of action from several alternatives where the exercise of judgment is required

General Experience:

Generally requires at least 6 years of experience or equivalent combination of education and experience with at least 4 years of relevant KM/CI/IT experience or equivalent combination of education and experience. Individual successfully demonstrates knowledge, skills, competencies and level of proficiency required for this level and type of work.

General Education:

Generally requires high school diploma, where a GED may replace a high school diploma and each year of college may replace a half year of experience

C.2. Category 2: Architecture/Design/Analysis

Examines, evaluates, models, designs, and proposes organizational and enterprise-wide IT infrastructures, applications, and processes.

Job Code	Skill Position	Skill Level
CIP-AD-01	Lead Architect	D
CIP-AD-02	Senior Architect	E
CIP-AD-03	Architect	F
CIP-AD-04	Lead Subject Specialist	F
CIP-AD-05	Senior Subject Specialist	H
CIP-AD-06	Subject Specialist	J
CIP-AD-07	Senior Analyst	J
CIP-AD-08	Analyst	K
CIP-AD-09	Associate Analyst	L

CIP-AD-01 Lead Architect (D)

Functional Responsibilities:

The Lead Architect establishes system information requirements using analysis provided by information engineers in the development of enterprise-wide or large-scale information systems. Designs architectures including the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Analytically and systematically evaluates problems of workflows, organization, and planning and develops appropriate corrective action. Provides daily supervision and direction to staff.

General Experience:

The individual will possess a minimum of fifteen years of general experience, of which at least twelve years must be specialized. Specialized experience includes: supervision of system architects, use of structured analysis, design methodologies and design tools, object oriented principles, and experience with the logical and physical functional, operational, and technical architecture of large and complex information systems. General experience includes increasing responsibilities in systems engineering.

General Education:

A Master's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline.

CIP-AD-02 Senior Architect (E)**Functional Responsibilities:**

The Senior Architect is generally responsible for establishing and arraying the information requirements and specifications necessary to define overall solutions and specify the appropriate supporting architecture for enterprise-wide information systems. Performs and/or coordinates the systems analysis (infrastructure, engineering, legacy systems integration, and applications development) necessary to evaluate compatibility and suitability of planned solutions with existing organizational architectures and directed standards, procedures, business practices, and methodologies. Works to design, schedule, and deploy complex infrastructures and applications within a multi-protocol environment based upon appropriate industry practices and standards. Receives, analyzes, and translates client requirements into integrated infrastructure solution strategies. The individual coordinates closely with senior program and project management personnel and with senior customer personnel. The employee may provide direct supervision of subordinate analysts, engineers, and applications developers.

General Experience:

The incumbent shall demonstrate fifteen years experience, of which at least eight years must be specialized. Specialized experience includes: the capture and analysis of complex, mixed-environment infrastructure specifications; the design, development, and deployment of sophisticated IT solutions; and, leadership and management of subordinate technical personnel. General experience may include responsibilities in system engineering, applications design and development, and infrastructure administration, configuration, and support. Possesses superior communication and presentation skills (oral and written).

General Education:

Master's degree. (Two years additional experience may be substituted for each year of degree-level education).

CIP-AD-03 Architect (F)**Functional Responsibilities:**

The Architect is generally responsible for establishing the information requirements and specifications necessary to define the overall solution and specify the appropriate supporting architecture for enterprise-wide information systems. Performs and/or coordinates the systems analysis (infrastructure, engineering, legacy systems integration, and applications development) needed to evaluate the compatibility and suitability of planned solutions with existing organizational architectures and directed standards, procedures, and methodologies. Works to design, schedule, and deploy complex infrastructures within a multi-protocol environment based upon appropriate industry practices and standards. Receives, analyzes, and translates client requirements into integrated infrastructure solution strategies. May provide direct supervision of subordinate analysts, engineers, and applications developers.

General Experience:

The incumbent shall demonstrate ten years experience, of which at least six years must be specialized. Specialized experience includes: complex, mixed-environment infrastructure specification, design, development, and deployment; and leadership and management of subordinate technical personnel. General experience may include responsibilities in senior system engineering, applications design and development, and infrastructure administration and support. Possesses superior communication and presentation skills (oral and written).

General Education:

Bachelor's degree. Certification(s) in area of specialization may be required.

CIP-AD-04 Lead Subject Specialist (F)**Functional Responsibilities:**

The Lead Subject Specialist is fully competent in a highly specialized technical field such as system engineering or the information sciences in general. Typical assignments involve evaluating, selecting and applying highly specialized comprehensive technical techniques and knowledge in the field. Technical specialty practices, concepts and techniques are applied in one or more aspects of the specialty area to moderately complex assignments. Individual may devise new methods, approaches or procedures. Professional must work closely with clients on technical problems and issues. Interactions involve planning, coordinating, advising, giving information or obtaining facts. Contacts involve influencing, motivating or directing other people or groups. Contacts require the individual to be skillful in presenting information or obtaining cooperation.

General Experience:

The incumbent shall demonstrate ten years of general experience with seven years of progressively senior experience within field of expertise. Generally recognized as an expert within the selected technology, specialty, or business line under consideration. Possesses superior communication and presentation skills (oral and written).

General Education:

Master's degree.

CIP-AD-05 Senior Subject Specialist (H)**Functional Responsibilities:**

The Senior Subject Specialist utilizes a line of business expertise, works closely with senior client representatives to assume a leadership position to examine, propose, define, and accomplish strategic information requirements and goals. Evaluates existing architecture and business process requirements; weighs potential alternative policies, procedures, strategies, and related technologies; and proposes appropriate architecture, process, and infrastructure changes. Recommends acquisition and implementation / transition strategies and examines impact of new technologies, rules, and legislation appropriate to the selected agency or industry. Utilizing line of business expertise works closely with senior client representatives to assume a leadership position to examine, propose, define, and accomplish strategic information requirements and goals.

General Experience:

The incumbent shall demonstrate ten years of general experience with six years of progressively senior experience within field of expertise. Generally recognized as an expert within the selected technology, specialty, or business line under consideration. Possesses superior communication and presentation skills (oral and written).

General Education:

Master's degree.

CIP-AD-06 Subject Specialist (J)**Functional Responsibilities:**

The Subject Specialist utilizes a line of business expertise works closely with client management to examine, propose, define and accomplish strategic information requirements and goals. Evaluates existing architecture and business process requirements and assists clients in formulating IT strategies and vision. Researches, examines, and weighs potential alternative policies, procedures, strategies, and related technologies. Examines impact of new technologies, rules, and legislation appropriate to the selected agency or industry.

General Experience:

The incumbent shall demonstrate eight years of general experience with five years of progressively senior experience within field of expertise. Generally recognized as an expert within the selected technology, specialty, or business line under consideration. Possesses superior communication and presentation skills (oral and written).

General Education:

Bachelor's degree.

CIP-AD-07 Senior Analyst (J)**Functional Responsibilities:**

Works directly with project and customer management and end-users to examine, propose, develop, deploy, and measure systems and processes. Develops detailed functional requirements and specifications utilizing Business Process Reengineering and other structured methodologies to facilitate the introduction of business process automation. Evaluates existing architecture and business processes and weighs potential alternative strategies within selected area of expertise.

General Experience:

The incumbent shall demonstrate eight years experience, of which at least five years must be specialized. Specialized experience includes responsibility for analysis, evaluation, and design within selected area of expertise. General experience includes responsibility for system engineering, administration, applications development, and/or technical writing. Possesses superior communication and presentation skills (oral and written).

General Education:

Bachelor's degree. Certification(s) in area of specialization may be required.

CIP-AD-08 Analyst (K)**Functional Responsibilities:**

Develops detailed functional requirements and specifications utilizing Business Process Reengineering and other structured methodologies to facilitate the introduction of business process automation. Evaluates existing architecture and business processes and weighs potential alternative strategies within selected area of expertise. Typically works under the general guidance of more senior project/engagement personnel to assist in the examination, development, deployment, and measurement of systems and processes.

General Experience:

The incumbent shall demonstrate six years experience, of which at least three years must be specialized. Specialized experience includes responsibility for analysis, evaluation, and design within selected area of expertise. General experience includes responsibility for system engineering, administration, applications development, and/or technical writing. Possesses superior communication and presentation skills (oral and written).

General Education:

Bachelor's degree. Certification(s) in area of specialization may be required. (Two years additional experience may be substituted for each year of degree-level education).

CIP-AD-09 Associate Analyst (L)**Functional Responsibilities:**

Develops detailed functional requirements and specifications utilizing Business Process Reengineering and other structured methodologies to facilitate the introduction of business process automation. Evaluates existing architecture and business processes and weighs potential alternative strategies within selected area of expertise. Typically works under the general guidance of more senior project/engagement personnel to assist in the examination, development, deployment, and measurement of systems and processes.

General Experience:

The incumbent shall demonstrate five years experience, of which at least two years must be specialized. Specialized experience includes responsibility for analysis, evaluation, and design within selected area of expertise. General experience includes responsibility for system engineering, administration, applications development, and/or technical writing. Possesses superior communication and presentation skills (oral and written).

General Education:

Bachelor's degree. Certification(s) in area of specialization may be required. (Two years additional experience may be substituted for each year of degree-level education).

C.3. Category 3: Contract Administration Services

This category provides oversight, control, and accounting services to assist with the establishment, implementation, monitoring, evaluation, and management of new or revised timelines, budgets, and delivery schedules.

Job Code	Skill Position	Status	Skill Level
CIP-CA-01	Lead Contract Administrator	Exempt	J
CIP-CA-02	Senior Contract Administrator	Exempt	P
CIP-CA-03	Contract Administrator	Exempt	L
CIP-CA-04	Contract Support Specialist	Non-Exempt	M
CIP-CA-05	Business Manager	Exempt	B

CIP-CA-01 Lead Contract Administrator (J)

Functional Responsibilities:

The Professional applies extensive diversified knowledge and skills in a highly IT contract Specialty. Works directly with senior customer and contractor technical staff to design and optimize contractual relationships. Examines, analyzes, and reports on project processes. Plans and coordinates on-going contract modifications or actions.

General Experience:

The incumbent shall demonstrate eight years general IT contract type experience, of which at least five years must be specialized. The incumbent possesses superior communication and presentation skills (oral and written).

General Education:

Bachelor's degree. Certification(s) in area of specialization is required. (Two years additional experience may be substituted for each year of degree-level education).

CIP-CA-02 Senior Contract Administrator (P)

Functional Responsibilities:

Contributes work at the senior level in a professional specialty such as data processing, logistics, accounting, human resources, purchasing, publications, etc. Typical assignments involve applying the full range of principles, theories, concepts, practices and knowledge to a wide variety of specialized, unique or non-recurring complex problems in several areas within professional specialty. Assignments often involve establishing, implementing, and monitoring new or revised policies, schedules, budgets, and procedures; participating in policy-making sessions with operating managers; recommending management actions or alternatives; or looking for new ways to enhance the operation and efficiency of the specialty area within the organization. Incumbent may have extensive substantive contact with external sources.

General Experience:

The incumbent shall demonstrate six years general experience with at least three years of direct IT contract activity. Specialized experience includes: leadership and management of program cost, schedule, budget, and timeline information Possesses superior communication and presentation skills (oral and written).

General Education:

Bachelor's degree. Certification(s) in area of specialization may be required. (Two years additional experience may be substituted for each year of degree-level education).

CIP-CA-03 Contract Administrator (L)**Functional Responsibilities:**

Contributes work in a professional specialty such as data processing, logistics, accounting, human resources, purchasing, publications, etc. Typical assignments involve applying the full range of principles, theories, concepts, practices and knowledge to a wide variety of specialized, unique or non-recurring complex problems in several areas within professional specialty. Assignments often involve establishing, implementing, and monitoring new or revised policies, schedules, budgets, and procedures; participating in policy-making sessions with operating managers; recommending management actions or alternatives; or looking for new ways to enhance the operation and efficiency of the specialty area within the organization.

General Experience:

The incumbent shall demonstrate five years general experience and three years specialized experience. Specialized experience includes: leadership and management of program cost, schedule, budget, and timeline information.

General Education:

Bachelor's degree. Certification(s) in area of specialization may be required. (Two years additional experience may be substituted for each year of degree-level education).

CIP-CA-04 Contract Support Specialist (M)**Functional Responsibilities:**

The Contract Support Specialist performs a variety of contractual administrative assignments that require an in depth working knowledge of office rules, procedures, practices and operations. Computer related responsibilities involve advanced word processing or spreadsheet or graphics work. Conducts research and assists in special projects such as data gathering for budget preparation. Uses extensive knowledge of assigned departments practices and procedures. May perform duties of a highly confidential nature that require comprehensive knowledge of company policies, practices and procedures. Position involves work that requires the planning and organization of the individuals own work. Decisions revolve around prioritization, an analysis of the subject, phase or issues involved in an assignment, selection of appropriate courses of action from several alternatives and exercise of judgment.

General Experience:

The incumbent shall demonstrate four years of general experience and at least two years of general IT contractual experience, of which at least five years must be specialized. Specialized experience includes: leadership and management of program cost, schedule, budget, and timeline information. Possesses superior communication and presentation skills (oral and written).

General Education:

Bachelor's degree. Certification(s) in area of specialization may be required. (Two years additional experience may be substituted for each year of degree-level education).

CIP-CA-05 Business Manager (B)**Functional Responsibilities:**

The Business Manager will assist the Program Manager in the daily business and technical administration of the Task Activity. Applies extensive diversified knowledge and skills in a highly specialized professional field such as decision support sciences. Serves as business management point of contact with client. Client. Expected to recommend solutions to problems with the highest order of difficulty, and propose changes as needed. Recommendations are derived from personal knowledge of the application of principles and practices within the field of specialization. Regularly interacts with others both within and outside the organization. Serves as primary interface with clients on project coordination problems and issues and has responsibility for reporting project status

General Experience:

The Business Manager shall have at least two (2) years experience managing the reporting and administrative requirements for incentive based contracts.

General Education:

Bachelor's degree. Certification(s) in area of specialization may be required. (Two years additional experience may be substituted for each year of degree-level education).

C.4. Category 4: Database Design and Development

Evaluates, designs, implements, operates, and maintains Database programs and processes.

Job Code	Skill Position	Skill Level
CIP-DD-01	Database Development Manager	E
CIP-DD-02	Lead Database Developer	F
CIP-DD-03	Senior Database Developer	I
CIP-DD-04	Database Developer	K
CIP-DD-06	Database Administrator Manager	E
CIP-DD-07	Lead Database Administrator	F
CIP-DD-08	Senior Database Administrator	I
CIP-DD-09	Database Administrator	J
CIP-DD-10	Assistant Database Administrator	L
CIP-DD-11	Database Analyst	I
CIP-DD-12	DBMS Designer	E

CIP-DD-01 Database Development Manager (E)

Functional Responsibilities:

The manager directs activities for a significant segment of a major project. Provides overall technical/professional and management direction. Monitors overall customer relations within assigned project or functional area. Provide general supervision of the work of supervisory and professional staff. Specialized experience includes: experience using current DB technologies, application design using various DB systems and experience with DB internals. General experience includes responsibility and experience utilizing various DB systems, DB systems analysis and programming. Possesses superior communication and presentation skills
Manages the entire database development staff and all projects. Ensures adequate resources are available to accomplish the development tasks required. Provides training opportunities to the development staff to ensure the corporate skill set remains current. Could be responsible for several concurrent projects.

General Experience:

The incumbent shall demonstrate twelve years of general experience and at least nine years of specialized database application experience. Specialized experience includes leadership and management of program cost, schedule, budget, and timeline information. The experience should include a minimum of five years of supervisory or management experience or equivalent combination of education and experience. The incumbent must possess superior communication and presentation skills (oral and written).

General Education:

Generally requires a Masters degree in a related field. Certification(s) in area of specialization may be required.

CIP-DD-02 Lead Database Developer (F)**Functional Responsibilities:**

Leads a database project team in the research and design of the database components and subsystems comprising entire projects, conducts the planning and scheduling of database projects, determines applicable project milestones, conducts risk mitigation procedures to ensure schedule adherence, develops and implements database components and subsystems, conducts and documents database testing, and conducts debugging and troubleshooting procedures

General Experience:

The incumbent shall demonstrate ten years experience, of which at least seven years must be specialized. Specialized experience includes: experience using current DB technologies, application design using various DB systems and experience with DB internals. General experience includes responsibility and experience utilizing various DB systems, DB systems analysis and programming. Possesses superior communication and presentation skills.

General Education:

Bachelor's degree. Certification(s) in area of specialization may be required.

CIP-DD-03 Senior Database Developer (I)**Functional Responsibilities:**

Works directly with client to manage the development and deployment of database projects, including data array, storage, and retrieval, data mining, digital libraries, and legacy integration and Web enablement. Collects, evaluates, and prioritizes requirements. Develops functional specifications and prepares and (in conjunction with senior customer and contractor staff) proposes development criteria, architecture, and implementation schedules. Monitors project execution to ensure adherence to stated design and development standards. Provides daily supervision and direction to support staff as necessary.

General Experience:

The incumbent shall demonstrate ten years experience, of which at least five years must be specialized. Specialized experience includes: experience using current DB technologies, application design using various DB systems and experience with DB internals. General experience includes responsibility and experience utilizing various DB systems, DB systems analysis and programming. Possesses superior communication and presentation skills (oral and written).

General Education:

Bachelor's degree. Certification(s) in area of specialization may be required. Two (2) years additional experience may be substituted for each year of degree-level education.

CIP-DD-04 Database Developer (K)**Functional Responsibilities:**

Works with more senior engagement project staff to define, develop, test, and deploy database modules, applications, and solutions. Collects and evaluates requirements. Defines file organization, indexing methods, and security procedures. Assists in the development of functional specifications and the preparation and proposal of development criteria, architecture, and implementation schedules. Monitors project execution to ensure adherence to stated design and development standards.

General Experience:

The incumbent shall demonstrate seven (7) years experience, of which at least three (3) years must be specialized. Specialized experience includes: experience using current DB technologies, application design using various DB systems and experience with DB internals. General experience includes responsibility and experience utilizing various DB systems, DB systems analysis and programming. Possesses good communication and presentation skills (oral and written).

General Education:

Bachelor's degree. Certification(s) in area of specialization may be required. Two (2) years additional experience may be substituted for each year of degree-level education.

CIP-DD-06 Database Administration Manager (E)**Functional Responsibilities:**

Manages the entire database administrative staff and all projects. Ensures adequate resources are available to accomplish the development tasks required. Provides training opportunities to the development staff to ensure the corporate skill set remains current. Could be responsible for several concurrent projects

General Experience:

The manager directs activities for a significant segment of a major project. Provides overall technical/professional and management direction. Monitors overall customer relations within assigned project or functional area. Provide general supervision of the work of supervisory and professional staff. Specialized experience includes: experience using current DB technologies, application design using various DB systems and experience with DB internals. General experience includes responsibility and experience utilizing various DB systems, DB systems analysis and programming. Possesses superior communication and presentation skills

General Education:

Generally requires a Masters degree in related field, a minimum of twelve years of directly related and progressively responsible non-management specialty experience and a minimum of nine years of supervisory or management experience or equivalent combination of education and experience.

CIP-DD-07 Lead Database Administrator (F)**Functional Responsibilities:**

Leads a database administrative team in the administration of databases, conducts the planning and scheduling of database projects, determines applicable project milestones, conducts risk mitigation procedures to ensure schedule adherence, develops and implements administrative tasks for the databases, conducts and documents database testing, and conducts debugging and troubleshooting procedures

General Experience:

The incumbent shall demonstrate ten years experience, of which at least seven years must be specialized. Specialized experience includes: experience using current DB technologies, application design using various DB systems and experience with DB internals. General experience includes responsibility and experience utilizing various DB systems, DB systems analysis and programming. Possesses superior communication and presentation skills.

General Education:

Bachelor's degree. Certification(s) in area of specialization may be required.

CIP-DD-08 Senior Database Administrator (I)**Functional Responsibilities:**

Working with a database administration team or independently: conducts administration of the databases; conducts the planning and scheduling of database administration tasks (including, but not limited to: security, maintenance, and backups); conducts the setup of administrative tasks; conducts and documents database testing; and conducts debugging and troubleshooting procedures

General Experience:

The Senior Database Administrator must demonstrate at least ten years of general experiences with a minimum of six years experience, of which at least four years must be specialized. Specialized experience includes: experience using current DB technologies, application design using various DB systems and experience with DB internals. General experience includes responsibility and experience utilizing various DB systems, DB systems analysis and programming. Possesses superior communication and presentation skills.

General Education:

Bachelor's degree. Certification(s) in area of specialization may be required.

CIP-DD-09 Database Administrator (J)**Functional Responsibilities:**

Working with a database administration team: assists in the administration of the databases; assists in the planning and scheduling of database administration tasks (including, but not limited to: security, maintenance, and backups); assists in the setup of administrative tasks; conducts and documents database testing; and conducts debugging and troubleshooting procedures under limited supervision of a project leader.

General Experience:

The incumbent shall demonstrate eight years experience, of which at least five years must be specialized. Specialized experience includes: experience using current DB technologies, application design using various DB systems and experience with DB internals. General experience includes responsibility and experience utilizing various DB systems, DB systems analysis and programming. Possesses good communication and presentation skills.

General Education:

Bachelor's degree. Certification(s) in area of specialization may be required.

CIP-SD-10 Assistant Database Administrator (L)**Functional Responsibilities:**

Under direct supervision, assists in the administration of the databases; assists in the planning and scheduling of database administration tasks (including, but not limited to: security, maintenance, and backups); assists in the setup of administrative tasks; conducts and documents database testing; and conducts debugging and troubleshooting procedures under the supervision of a project leader. Generally receives specific instructions on tasks to be performed and expected results

General Experience:

The incumbent shall demonstrate five years experience, of which at least three year must be specialized. Successfully demonstrates knowledge, skills, competencies and level of proficiency required for this level and type of work.

General Education:

A Bachelors degree or equivalent is required in specialty/related field. .

CIP-DD-11 Database Analyst (I)**Functional Responsibilities:**

Provides highly technical expertise in the use of DBMS. Evaluates and recommends available DBMS products to support validated user requirements. Defines file organization, indexing methods, and security procedures for specific user applications.

General Experience:

Provides a minimum of six (6) years experience, of which at least three (3) years must be specialized. Specialized experience includes: demonstrated experience using current DBMS technologies, application design using various DBMS, and experience with DBMS internals. General experience demonstrates the ability to work independently or under only general direction.

General Education:

Bachelor of Science degree in a related field is required.

CIP-DD-12 DBMS Designer (E)

Functional Responsibilities:

Manages the development of database projects. Plans, budgets, and coordinates staff and database resources. When necessary, reallocates resources to maximize benefits. Prepares and delivers presentations of DBMS concepts. Provides daily supervision and direction to support staff.

General Experience:

Provides a minimum of ten (10) years experience, of which at least six (6) years must be specialized. Specialized experience includes: demonstrated experience with DBMS design and system analysis, current operating systems software internals and data manipulation languages. General experience includes increasing responsibilities in the development and maintenance of database systems.

General Education:

A Bachelor of Science degree in a related field is required.

C.5. Category 5: Engineering Support Services

Evaluates, designs, implements, operates, and maintains organizational and enterprise-wide IT infrastructures and processes Engineering Support Services

Job Code	Skill Position	Skill Level
CIP-ES-01	Senior Engineer	I
CIP-ES-02	Engineer	J
CIP-ES-03	Senior Administrator	K
CIP-ES-04	Administrator	L
CIP-ES-08	Senior Technical Specialist	K
CIP-ES-09	Technical Specialist	L

CIP-ES-01 Senior Engineer (I)

Functional Responsibilities:

Performs systems and project analysis as necessary to design, schedule, integrate, and deploy sophisticated automated systems consistent with specifications provided through project tasks. Typical duties shall involve the overall installation, configuration, and test of COTS equipment, systems, and applications. Responsibilities may include internet and e-mail connectivity, server installation and optimization, routers, switches, clustering design, replication and backup, legacy systems integration, and systems schedules and procedures. May provide leadership and supervision to less senior technical personnel.

General Experience:

The incumbent shall demonstrate ten years experience, of which at least six years must be specialized. Specialized experience includes high-level system engineering and administration responsibility within complex multi-protocol and multi-server environments. General experience includes responsibility for server setup and configuration, LAN system administration, and workstation configuration. Possesses superior communication and presentation skills (oral and written).

General Education:

Bachelor's degree. Certification(s) in area of specialization may be required. (Two years additional experience may be substituted for each year of degree-level education).

CIP-ES-02 Engineer (J)**Functional Responsibilities:**

Performs analysis as necessary to schedule, integrate, and deploy sophisticated automated systems consistent with specifications provided through project tasks. Typical duties shall involve the installation, configuration, and test of COTS equipment, systems, and applications. Responsibilities may include internet and e-mail connectivity, server installation and optimization, clustering design, routers, switches, replication and backup, legacy systems integration, and systems schedules and procedures. May provide leadership and supervision to less senior technical personnel.

General Experience:

The incumbent shall demonstrate eight years experience, of which at least five years must be specialized. Specialized experience includes high-level system engineering and administration responsibility within multi-protocol and multi-server environments. General experience includes responsibility for server setup and configuration, LAN system administration, and workstation configuration. Possesses good communication and presentation skills (oral and written).

General Education:

Bachelor's degree. Certification(s) in area of specialization may be required. (Two years additional experience may be substituted for each year of degree-level education).

CIP-ES-03 Senior Administrator (K)**Functional Responsibilities:**

Performs day-to-day operation and administration of automated environments including related servers, gateways, and selected communications interface products supporting more complex information management systems. Typical duties include: server and workstation installation and configuration, capacity planning and load balancing, monitoring server and system performance; user id / account database maintenance; e-mail gateway maintenance, and diagnosis and correction of server, and selected applications problems.

General Experience:

The incumbent shall demonstrate six years experience, of which at least three years must be specialized. Specialized experience includes system engineering and administration responsibility within multi-protocol and multi-server environments. General experience includes responsibility for server setup and configuration, LAN system administration, and workstation configuration. Possesses good communication and presentation skills (oral and written).

General Education:

Bachelor's degree. Certification(s) in area of specialization may be required. (Two years additional experience may be substituted for each year of degree-level education).

CIP-ES-04 Administrator (L)**Functional Responsibilities:**

Responsible for managing the day-to-day operation and/or administration and maintenance of mainframe, midrange, or client/server-based systems under the guidance and direction of more senior administrators and/or engineers. Typical duties include hardware and operating system installation and configuration, resource optimization, id / account database maintenance (including establishing and maintaining connection documents); system backup and file recovery procedures, and general troubleshooting. As required, may provide assistance to other technical and end-user personnel.

General Experience:

The incumbent shall demonstrate five years general IT experience, of which at least three years must be specialized. Specialized experience includes system configuration, help desk, training, or related responsibility.

General Education:

Associate's degree. Certification(s) in area of specialization may be required. (Two years additional experience may be substituted for each year of degree-level education).

CIP-ES-08 Senior Technical Specialist (K)

Functional Responsibilities:

The Senior Technical Specialist provides high-level configuration, communications, troubleshooting and technical support services regarding system installation and operation, workplace automation application suites, to end-user clients. As required, may oversee and manage individual tasks and subtasks. May provide computer programming and applications development support. The incumbent provides detailed end-user guidance and assistance for a variety of COTS products that may include e-mail, records management, workflow, graphics, and web-based applications.

General Experience:

The Senior Technical Specialist shall demonstrate six (6) years general IT experience, of which at least three (3) years must be specialized. Specialized experience includes system configuration, help desk, training, or related responsibility. The incumbent possesses good communication and presentation skills (oral and written).

General Education:

Bachelor's degree. Certification(s) in area of specialization may be required. (Two years additional experience may be substituted for each year of degree-level education).

CIP-ES-09 Technical Specialist (L)

Functional Responsibilities:

The Technical Specialist provides configuration, communications, troubleshooting and technical support services regarding system installation and operation, workplace automation application suites, to end-user clients. The incumbent provides end-user guidance and assistance for a variety of COTS products. Evaluates problems and routes more complex requirements to more senior engineers, analysts, and support personnel.

General Experience:

The Technical Specialist must demonstrate five (5) years of general experience and at least three (3) years of General IT technical experience.

General Education:

Bachelor's degree. Certification(s) in area of specialization may be required. (Two years additional experience may be substituted for each year of degree-level education).

C.6. Category 7: Knowledge Management Services

Evaluates, designs, implements, operates, and maintains organizational and enterprise-wide Knowledge Management programs and processes.

Job Code	Skill Position	Skill Level
CIP-KM-01	Senior Documentation Specialist	J
CIP-KM-02	Documentation Specialist	K
CIP-KM-03	Senior Training Specialist	J
CIP-KM-04	Training Specialist	K

CIP-KM-01 Senior Documentation Specialist (J)

Functional Responsibilities:

Develops, writes and edits material for reports, manuals, briefs, proposals, instruction books, catalogs, and related technical and administrative publications concerned with work methods and procedures and the installation, operation, and maintenance of automated tools, techniques, procedures, and equipment. Organizes material and completes writing assignments according to prescribed standards regarding order, clarity, conciseness, style, and terminology. Reviews published materials and recommends revisions / changes in scope, format, content, and methods of presentation and storage. Selects photographs, drawings, sketches, diagrams, charts, screen cams, and keyboard macros as appropriate to illustrate materials.

General Experience:

The incumbent shall demonstrate eight years experience, of which at least five must be specialized. Specialized experience includes: responsibility for development and delivery of significant IT development, administration, maintenance, or end-user documentation or training; experience using various technical writing tools and methodologies (ISO9000). General experience includes responsibilities in system configuration, engineering, administration, application development, training, and/or end-user support. Possesses superior presentation skills (written and oral).

General Education:

Bachelor's degree.

CIP-KM-02 Documentation Specialist (K)

Functional Responsibilities:

Develops, writes and edits material for reports, manuals, briefs, proposals, instruction books, catalogs, and related technical and administrative publications concerned with work methods and procedures and the installation, operation, and maintenance of automated tools, techniques, procedures, and equipment. Organizes material and completes writing assignments according to prescribed standards regarding order, clarity, conciseness, style, and terminology. Reviews published materials and recommends revisions / changes.

General Experience:

The incumbent shall demonstrate six years experience, of which at least three must be specialized. Specialized experience includes: responsibility for development and delivery of significant IT development, administration, maintenance, or end-user documentation or training; experience using various technical writing tools and methodologies (ISO9000). General experience includes responsibilities in system configuration, engineering, administration, application development, training, and/or end-user support. Possesses superior presentation skills.

General Education:

Associate's degree.

CIP-KM-03 Senior Training Specialist (J)

Functional Responsibilities:

Through consultation with senior customer and contractor personnel, conducts research necessary to develop and implement training courses and materials, including functional course specifications; operational definitions, goals, and measures; course outlines, workbooks, and materials; training manuals and handouts; and critique criteria. Trains technical and end-user personnel by conducting formal classroom courses, workshops, seminars and/or computer-based/computer aided training. Provides daily supervision and direction to staff as appropriate.

General Experience:

The incumbent shall demonstrate eight years general IT experience, of which at least five years must be specialized. Specialized experience includes developing and providing technical and end-user training on computer hardware and application software. Possesses superior communication and presentation skills.

General Education:

Bachelor's degree. Certification(s) in area of specialization may be required.

CIP-KM-04 Training Specialist (K)

Functional Responsibilities:

Develops training courses and materials, including functional course specifications; operational definitions, goals, and measures; course outlines, workbooks, and materials; training manuals and handouts; and critique criteria. Trains technical and end-user personnel by conducting formal classroom courses, workshops, seminars and/or computer-based/computer aided training. Provides daily supervision and direction to staff as appropriate.

General Experience:

The incumbent shall demonstrate six years general IT experience, of which at least three years must be specialized. Specialized experience includes developing and providing technical and end-user training on computer hardware and application software. Possesses superior communication and presentation skills (oral and written).

General Education:

Associate's degree. Certification(s) in area of specialization may be required. (Two years additional experience may be substituted for each year of degree-level education).

C.7. Category 8: Security Assurance

Supports project management efforts for designing and implementing an enterprise environment against computer network intrusions and attacks. Provides system analysis and tools for continuously monitoring the system's network performance.

Job Code	Skill Position	Skill Level
CIP-SA-04	Data Assurance Specialist	E
CIP-SA-05	INFOSEC Specialist	D

CIP-SA-04 Data Assurance Specialist (E)

Functional Responsibilities:

The incumbent is responsible for data quality of a given project or application. The individual works closely with the Data Designers and Analysts on developing new methods to improve the quality of the given data environment. Professional analyzes, defines, documents, and proposes data assurance requirements, policies, and procedures. Job responsibilities include resolving data quality issues; optimizing the data processing; developing methods for improve the data quality. Professional is critically involved in verification and validation of data capture before its release to the end-users.

General Experience:

The incumbent shall demonstrate twelve (12) years general IT experience, of which at least nine (9) years must be specialized in the Data Assurance field. Professional understands database technology and is knowledgeable with numerous database technology vendors. Understands data flows and data exchange standards. Specialized experience includes security requirements definition, operation/consultation to diagnose and resolve computer security problems, or related responsibilities. Possesses good communication and presentation skills (oral and written).

General Education:

Master's degree. Two (2) years additional experience may be substituted for each year of degree-level education. .Certification(s) in area of specialization may be required. Must be extremely IT literate.

CIP-SA-05 INFOSEC Specialist (D)

Functional Responsibilities:

The incumbent applies extensive diversified knowledge and skills in the INFOSEC technology field. Typical assignments involve applying highly specialized comprehensive advanced technical knowledge in formulating new concepts or methods in the INFOSEC specialty. Expected to recommend solutions to difficult problems and propose changes as needed. Recommendations are derived from personal knowledge of the application of principles and practices within the field of specialization. Regularly interacts with others both within and outside the organization. Professional serves as a primary interface with clients on technical problems and issues. Often has responsibility for reporting project status.

General Experience:

The incumbent shall demonstrate more fifteen (15) years of progressive technical and managerial experience. Professional has senior-level experience within multiple disciplines of which at least twelve (12) years must be specialized in the INFOSEC field ranging from single to multiple information technology platforms and the integration of diverse architectures. Specialized experience includes security requirements definition, operation/consultation to diagnose and resolve computer security problems, or related responsibilities. Possesses superior communication and presentation skills (oral and written).

General Education:

Masters degree, A Ph.D. degree may be substituted for two (2) years of experience. Successfully demonstrates knowledge, skills, competencies and level of proficiency required for this level and type of work. Certification(s) in area of specialization may be required.

C.8. Category 9: Program/Project Management

The main focus of this category is to plans, coordinates, and manages complex information technology projects. The professionals in general prepares and presents status on project schedule, project costs, project deliverables, project risks, and risk containment strategies. The group is responsible for the accomplishment of contracted deliverables and the establishment of schedules; recruitment and selection of project manager and, as appropriate, subordinate personnel and contracted staff; communication and enforcement of policies, procedures, and work standards to ensure client requirements are achieved in a timely and professional manner.

Job Code	Skill Position	Skill Level
CIP-PM-01	Program Director	C
CIP-PM-02	Senior Program Manager	D
CIP-PM-03	Program Manager	F
CIP-PM-04	Senior Project Manager	I
CIP-PM-05	Project Manager	J
CIP-PM-06	Project Analyst	K

CIP-PM-01 Program Director (C)

Functional Responsibilities:

Directs all activities of one or more major contracts, programs, projects, technologies, or clients, or directs all activities for a variety of different programs/clients which cross over/ involve two or more functional areas. Provides overall leadership for the business unit and ensures activities are managed in a cost-effective manner within budgetary guidelines. Leadership is consistent with, and supports the success, of the overall organization. Plans, develops and administers policies covering two or more functional areas. Establishes work policies and practices for business unit being directed. Oversees and approves selection, performance measurement and promotion or termination, or other personnel actions involving staff. Designs and sets measurement standards for the functional area(s) or contract(s).

General Experience:

A Program Director must demonstrate over fifteen years plus at least twelve years of directly related and progressively responsible non-management specialty experience and a minimum of eight years of management experience or equivalent combination of education and experience.

General Education:

Generally requires a Masters degree in related field. A Ph.D. may be substituted for 2 years of experience.

CIP-PM-02 Senior Program Manager (D)**Functional Responsibilities:**

The Senior Program Manager is ultimately responsible for contract performance. The Senior Program Manager provides and ensures senior contract management, oversight, and support for multiple complex IT services and solutions contracts which may be geographically distributed and/or may involve multiple distinct IT disciplines. Coordinates all contract support activities and serves as the contractor's authorized interface with the client's Contracting Officer and/or designated representative(s). Responsible for the accomplishment of contracted deliverables and the establishment of schedules; recruitment and selection of project manager and, as appropriate, subordinate personnel and contracted staff; communication and enforcement of policies, procedures, and work standards to ensure client requirements are achieved in a timely and professional manner. Maintains close coordination with Project Management personnel.

General Experience:

The incumbent shall demonstrate at least fifteen (15) years of experience, of which at least eight (8) years must be specialized. Specialized experience includes four years of project development work from inception to deployment, expertise in the management and control of funds and resources using complex reporting mechanisms and demonstrated capability in managing multitask contracts and/or subcontracts of various types and complexity. General experience includes responsibilities in information systems design and/or management. Possesses superior communication and presentation skills (oral and written).

General Education:

Generally requires a Masters degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. A Ph.D. may be substituted for two (2) years of experience.

CIP-PM-03 Program Manager (F)**Functional Responsibilities:**

Serves as the contractor's single contract manager, and shall be the contractor's authorized interface with the client procurement office, the contract-level technical representative, management personnel, and client representative. Incumbent is generally responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel, and communicating policies, purposes, and goals of the organization to subordinates.

General Experience:

The Program Manager must possess at least ten (10) years in general experience, of which at least seven (7) years must be specialized. Specialized experience includes two years of project development from inception to deployment, expertise in the management and control of funds and resources using complex reporting mechanisms, demonstrated capability in managing multitask contracts and/or subcontracts or various types and complexity. General experience includes increasing responsibilities in information systems design and/or management.

General Education:

A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline.

CIP-PM-04 Senior Project Manager (I)**Functional Responsibilities:**

Directs all activities for one or more significant contracts, programs, projects, technologies, clients or functional areas. Employee provides overall management and leadership for operational units. Individual establishes marketing and customer relation policies, with both internal and external customers, to ensure overall project or functional area success. Ensures contracts are managed in a cost-effective manner. Establish work policies and practices for business unit. Select, evaluate, promote and/or terminate staff. The manager maintains responsibility for all personnel actions within span of management. Designs and established measurement standards for the functional area or contract. Manages professional and support staff.

General Experience:

The incumbent shall demonstrate twelve (12) years IT experience, of which at least seven (7) years must be specialized. Specialized experience includes: leadership and management of subordinate technical personnel and management of project schedules and budgets. General experience includes project design and development responsibilities. Possesses superior communication and presentation skills (oral and written).

General Education:

A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline.

CIP-PM-05 Project Manager (J)**Functional Responsibilities:**

The Project Manager ensures that assigned deliverables meet or exceed client expectations. Plans, directs, and oversees accomplishment of technical projects and tasks through direct supervision of subordinate technical staff. Operates under the guidance of senior program/project management to ensure projects, tasks and task components are completed in a timely, appropriate, and professional manner. Assists in the development and maintenance of timelines and budgets and helps ensure close coordination with designated client/government contracting and oversight personnel.

General Experience:

The Project Manager shall demonstrate eight (8) years IT experience, of which at least five (5) years must be specialized. Specialized experience includes: leadership and management of subordinate technical personnel and management of project schedules. General experience can include technical engineering, development, or related responsibilities. Possesses good communication and presentation skills (oral and written).

General Education:

A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline.

CIP-PM-06 Project Analyst (K)**Functional Responsibilities:**

The Project Manager ensures that assigned deliverables meet or exceed client expectations. Plans, directs, and oversees accomplishment of technical projects and tasks through direct supervision of subordinate technical staff. Operates under the guidance of senior program/project management to ensure projects, tasks and task components are completed in a timely, appropriate, and professional manner. Assists in the development and maintenance of timelines and budgets and helps ensure close coordination with designated client/government contracting and oversight personnel.

General Experience:

The Project Analyst shall demonstrate six (6) years IT experience, of which at least three (3) years must be specialized. Specialized experience includes: leadership and management of subordinate technical personnel and management of project schedules. General experience can include technical engineering, development, or related responsibilities. Possesses good communication and presentation skills (oral and written).

General Education:

Bachelor's degree. Two (2) years additional experience may be substituted for each year of degree-level education.

C.9. Category 10: Software Design and Development

Examines, evaluates, models, designs, and proposes organizational and enterprise-wide IT infrastructures, applications, and processes.

Job Code	Skill Position	Skill Level
CIP-SD-01	Senior Applications Developer	F
CIP-SD-02	Applications Developer	I
CIP-SD-04	Senior Software Developer	E
CIP-SD-05	Software Developer	F
CIP-SD-06	Lead Software Engineer	D
CIP-SD-07	Senior Software Engineer	E
CIP-SD-08	Software Engineer	F

CIP-SD-01 Senior Applications Developer (F)

Functional Responsibilities:

The Senior Applications Developer performs full life-cycle development ranging from requirements analysis to deployment often within a complex object-oriented software development environment. Works directly with client management and end-users to examine and evaluate complex systems requirements, specifications, and design standards. Develops detailed functional requirements and designs, works with task architect, subject matter expert, and/or program manager to specify and prescribe both physical and logical design parameters, and establishes testing and validation procedures to ensure product suitability. Develops, deploys, and maintains a wide variety of computer programs and related applications and database tools. May provide on-going leadership and supervision for less senior technical staff to help ensure client requirements meet or exceed functional and timeline requirements.

General Experience:

The Senior Applications Developer shall demonstrate ten (10) years experience, of which more than seven (7) years must be specialized. Specialized experience includes: high-level software engineering and applications development responsibility within a relational and client-server environment (e.g. DB2, Domino, Oracle, Sybase, or similar). General experience includes responsibility for preparation of computer programs, logic flow charts, diagrams, and documentation. Possesses superior communication and presentation skills (oral and written).

General Education:

Bachelor's degree plus additional academic achievements. Certification(s) in area of specialization may be required.

CIP-SD-02 Applications Developer (I)

Functional Responsibilities:

Applications Developer works directly with client management and end-users to examine and evaluate systems requirements, specifications, and design standards. Develops detailed functional requirements and designs, works with task architect, subject matter expert, and/or program manager to specify and prescribe both physical and logical design parameters, prepares and tests code to ensure suitability. Develops, deploys, and maintains a wide variety of computer programs and related applications and database tools. May provide on-going leadership and supervision for less senior technical staff to help ensure client requirements meet or exceed functional and timeline requirements.

General Experience:

The incumbent shall demonstrate ten (10) years experience, of which at least six (6) years must be specialized. Specialized experience includes: high-level software engineering and applications development responsibility within a relational and client-server environment (e.g. DB2, SQL Server, Oracle, Sybase, or similar). General experience includes responsibility for preparation of computer programs, logic flow charts, diagrams, and documentation. Possesses superior communication and presentation skills (oral and written).

General Education:

Bachelor's degree plus additional academic achievements. Certification(s) in area of specialization may be required.

CIP-SD-04 Senior Software Developer (E)**Functional Responsibilities:**

Analyzes and studies complex software project requirements. Designs software tools and subsystems to support software reuse and domain analyses and manages their implementation. Manages software development and support using formal specifications, data flow diagrams, and other accepted design techniques. Estimates software development costs and schedules. Candidate reviews existing programs and assists in making refinements, reducing operating time, and improving current techniques. Supervises software configuration management.

General Experience:

The Senior Software Developer must demonstrate twelve (12) years in general experience with at least nine (9) years in managing or performing software engineering activities. General experience includes increasing responsibilities in software engineering activities. Knowledgeable of applicable standards required.

General Education:

A Master's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline.

CIP-SD-05 Software Developer (F)**Functional Responsibilities:**

Must have an excellent understanding of software development (i.e., software requirements analysis, top-down design, structured analysis). In addition, knowledge of DoD 2167A and/or DoD-STD-1703, software testing, software documentation per DoD-STD-1703, contract monitoring knowledge and contract acquisition knowledge is desirable.

General Experience:

The Senior Software Developer must demonstrate ten (10) years in general experience with at least seven (7) years in managing or performing software engineering activities. A minimum of five years of experience is required, of which four years must be specialized. Must demonstrate the ability to work independently or under only general direction.

General Education:

A Bachelor of Science degree in a related field is required.

CIP-SD-06 Lead Software Engineer (D)**Functional Responsibilities:**

A Lead Software Engineer analyzes and studies complex system requirements. Designs software tools and subsystems to support software reuse and domain analyses and manages their implementation. Manages software development and support using formal specifications, data flow diagrams, and other accepted design techniques. Estimates software development costs and schedules. Reviews existing programs and assists in making refinements, reducing operating time, and improving current techniques. Supervises software configuration management.

General Experience:

The Lead Software Engineer must demonstrate fifteen (15) years in general experience with at least twelve (12) years in managing or performing software engineering activities. General experience includes increasing responsibilities in software engineering activities. Knowledgeable of applicable standards.

General Education:

A Master's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline.

CIP-SD-07 Senior Software Engineer (E)**Functional Responsibilities:**

Analyzes and studies complex system requirements. Designs software tools and subsystems to support software reuse and domain analyses and manages their implementation. Individual manages software development and support using formal specifications, data flow diagrams, and other accepted design techniques. Individual estimates software development costs and schedules. Reviews existing programs and assists in making refinements, reducing operating time, and improving current techniques. Supervises software configuration management.

General Experience:

The Senior Software Engineer must demonstrate twelve (12) years in general experience with at least nine (9) years in managing or performing software engineering activities. General experience includes increasing responsibilities in software engineering activities. Knowledgeable of applicable standards.

General Education:

A Master's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline.

CIP-SD-08 Software Engineer (F)**Functional Responsibilities:**

A Software Engineer must have an excellent understanding of software development (i.e., software requirements analysis, top-down design, structured analysis). In addition, knowledge of DOD 2167A and/or DOD-STD-1703, software testing, software documentation per DoD-STD-1703, contract monitoring knowledge and contract acquisition knowledge is desirable.

General Experience:

The Software Engineer must demonstrate ten (10) years in general experience with at least seven (7) years in managing or performing software engineering activities. General experience includes increasing responsibilities in software engineering activities. Knowledgeable of applicable standards.

General Education:

A Bachelor of Science degree in a related field is required. With six (6) years experience, of which at least five (5) years are specialized, a degree is not required.

C.10. Category 11: Web Professional Services

Creates supports, evaluates, designs, expands and maintains Web sites.

Job Code	Skill Position	Status	Skill Level
CIP-WP-01	Web Development Manager	Exempt	E
CIP-WP-02	Lead Web Developer	Exempt	I
CIP-WP-03	Senior Web Developer	Exempt	J
CIP-WP-04	Web Developer	Exempt	K
CIP-WP-05	Associate Web Developer	Non-Exempt	M
CIP-WP-06	Web Assistant	Non-Exempt	N
CIP-WP-07	Web Administration Manager	Exempt	E
CIP-WP-08	Lead Web Administrator	Exempt	I
CIP-WP-09	Senior Web Administrator	Exempt	J
CIP-WP-10	Web Administrator	Exempt	K
CIP-WP-11	Assistant Web Administrator	Non-Exempt	M
CIP-WP-12	Web Master	Exempt	D
CIP-WP-13	Senior Web Analyst	Exempt	E
CIP-WP-14	Web Analyst	Exempt	F
CIP-WP-15	Web Design Manager	Exempt	E
CIP-WP-16	Lead Web Designer	Exempt	I
CIP-WP-17	Senior Web Designer	Exempt	J
CIP-WP-18	Web Designer	Exempt	K
CIP-WP-19	Assistant Web Designer	Non-Exempt	M

CIP-WP-01 Web Development Manager (E)

Functional Responsibilities:

The Web Development Manager provides overall technical/professional and management direction. Manager oversees designs and implements procedures and programs for Web Development projects. Individual monitors overall customer relations within assigned project or functional area. Implements and maintains established standards for functional area or contract. Individual may manage the entire Web development staff and all related projects. Ensures adequate resources are available to accomplish the Web development tasks required. The incumbent provides training opportunities to the Web development staff to ensure the corporate skill set remains current. The individual could be responsible for several concurrent projects.

General Experience:

The Web Development Manager must demonstrate twelve (12) years of general experience with a minimum of nine (9) years of directly related and progressively responsible non management specialty experience and a minimum of three (3) years of team leader, supervisory, or management experience or equivalent combination of education and experience.

General Education:

Generally requires a Masters degree in Computer Science or related field. Specialized experience includes: leadership and management of subordinate technical personnel and management of web projects. General experience can include software engineering, database design, visual impact analysis, web development, or related IT responsibilities. Individual must possess good communication and presentation skills (oral and written).

CIP-WP-02 Lead Web Developer (I)**Functional Responsibilities:**

Leads a project team in the design of Web sites, conducts the planning and scheduling of projects, determines applicable project milestones, conducts risk mitigation procedures to ensure schedule adherence, develops and implements Web pages, provides database and e-commerce capabilities to Web sites, conducts and documents module and system level testing, and conducts debugging and troubleshooting procedures.

General Experience:

The incumbent has ten (10) years in the general field and six (6) years of demonstrated experience in the Web environment. Typical assignments involve evaluating, selecting and applying highly specialized comprehensive technical or scientific techniques and knowledge in the field. Technical specialty practices, concepts and techniques are applied in one or more aspects of the specialty area to low to moderately complex assignments where there are precedents and procedures that can be referenced. Interactions are primarily to obtain, clarify, give or exchange facts or information. These contacts may involve planning, coordinating, advising, giving information or obtaining facts.

General Education:

Bachelor's degree. Certification(s) in area of specialization may be required. Two (2) years additional experience may be substituted for each year of degree-level education.

CIP-WP-03 Senior Web Developer (J)**Functional Responsibilities:**

Working with a project team or independently: designs Web pages; conducts the planning and scheduling of Web site development; creates entire Web sites; provides database and e-commerce capabilities to Web sites; conducts and documents page level testing; and conducts debugging and troubleshooting procedures.

General Experience:

The incumbent shall demonstrate eight (8) years experience, of which at least five (5) years must be specialized. Specialized experience includes: high-level Web development responsibility. General experience includes the use of Web-based programming tools and application programs. Possesses good communication and presentation skills.

General Education:

Bachelor's degree. Certification(s) in area of specialization may be required.

CIP-WP-04 Web Developer (K)**Functional Responsibilities:**

Working with a project team or independently: designs Web pages; assists in the planning and scheduling of Web site development; creates Web pages under minimal supervision of a project leader; assists in adding database and e-commerce capabilities to Web sites; conducts and documents page level testing; and conducts debugging and troubleshooting procedures under minimal supervision of a project leader.

General Experience:

The Web Developer must demonstrate at least six years of general experience. The Developer has worked in an Internet/Intranet technical field for at least three (3) years. Positions require a basic working knowledge of practices, rules, procedures or operations within the Web Environment. Typical assignments involve applying basic principles, theories, concepts and knowledge within the area of specialization to more routine tasks. Assignments may fall within one area of the specialization. Work may require planning and organizing the individual's own work. Decisions revolve around setting priorities, analyzing the subject, phase or issues involved in the assignment, selecting appropriate courses of action and exercising judgment.

General Education

The individual should hold a Bachelor's degree or equivalent number of year's experience.

CIP-WP-05 Associate Web Developer (M)**Functional Responsibilities:**

The Associate Web Developer works under supervision with a project team or independently: designs Web pages; assists in the planning and scheduling of Web site development; creates Web pages; assists in adding database and e-commerce capabilities to Web sites; conducts and documents page level testing; and conducts debugging and troubleshooting procedures.

General Experience:

The Associate Web Developer must demonstrate at least three years of general experience and over one year of directly related and progressively responsible experience works as an entry-level employee in the Web design environment. The position requires a basic working knowledge of Web practices, rules, procedures or operations. Typical assignments involve applying basic principles, theories, concepts and knowledge in Web development to more routine tasks.

General Education:

Generally requires a High School diploma with some specialty/related field training or an equivalent combination of education and experience.

CIP-WP-06 Web Assistant (N)**Functional Responsibilities:**

The individual will assist with many aspects of daily Web site production, including HTML coding of new pages and features, regular updates to existing pages, and the administration of product database. Individual will become proficient in a system of online Web tools. In addition, individual will assist in all phases of development, including concepts, requirements, design, testing, marketing and post implementation-management reporting.

General Experience:

The individual has up to two (2) years of related professional level of experience. The individual has worked in the Internet environment. Typical assignments involve practical application of specialty practices, concepts and knowledge in one or more areas of functional responsibility within professional specialty. Decisions evolve around prioritization, and analysis of the subject, phase or issues involved in the assignment or work, and the selection of appropriate courses of action from limited alternatives requiring the exercise of judgment. Interactions with others, possibly including clients, vendors or the general public, are primarily to obtain, clarify, give or exchange facts or information.

General Education:

Generally requires a High School diploma with some specialty/related field training or an equivalent combination of education and experience

CIP-WP-07 Web Administration Manager (E)**Functional Responsibilities:**

Manager provides overall administrative and managerial direction concerning enterprise Web sites. Individual oversees designs and implements procedures and programs for Web Administration projects. Ensures adequate resources are available to accomplish the Web administration tasks required and that sufficient computer security procedures are in place. Manager will provide training opportunities to the Web administration staff to ensure the corporate skill set remains current. Individual could be responsible for several concurrent Web administration projects.

General Experience:

The Web Administration Manager must demonstrate twelve (12) years of general experience with a minimum of seven (7) years of directly related and progressively responsible non management specialty experience and a minimum of five (5) years of project leader, supervisory, or management experience or equivalent combination of education and experience. Individual monitors overall customer relations within assigned project or functional area. Implements and maintains established standards for functional area or contract.

General Education:

Generally requires a Masters degree in related field. Technical certifications in area of specialization are required.

CIP-WP-08 Lead Web Administrator (I)**Functional Responsibilities:**

The Lead Web Administrator's typical assignments involve evaluating, selecting and applying highly specialized comprehensive technical or scientific techniques and knowledge in the field. Technical specialty practices, concepts and techniques are applied in one or more aspects of the specialty area to low to moderately complex assignments where there are precedents and procedures that can be referenced. Interactions are primarily to obtain, clarify, give or exchange facts or information. Ensures application of information security and information assurance policies and principles. The individual may be involved with planning, coordinating, advising on document capture and content management. Works with other client personnel to connect developed databases to the Internet/Intranet sites. Monitors the operation and usage of those databases to ensure that they operate as intended.

General Experience:

The Lead Web Administrator has ten (10) years in the general field and six (6) years of demonstrated experience in the Web environment.

General Education:

Incumbent must hold a Bachelor's degree or an equivalent academic achievement. Technical certifications in area of specialization are required.

CIP-WP-09 Senior Web Administrator (J)**Functional Responsibilities:**

A Senior Web Administrator develops policies, procedures, and guidelines in the design, expansion, and use of the Internet/Intranet sites. May perform duties of Webmaster for the Internet/Intranet sites. The individual is responsible for the day-to-day operations of the sites, including overall design, operations, maintenance, and content administration. Work involves preparing and updating the Web Site, which requires a practical knowledge of Web Site development techniques with a growing knowledge base of information technology principles, concepts and methods.

General Experience:

The incumbent shall demonstrate eight (8) years experience, of which at least five (5) years must be specialized. Specialized experience includes: high-level Web development responsibility. General experience includes the use of Web-based programming tools and application programs. Possesses good communication and presentation skills.

General Education:

The individual should hold a Bachelor's degree or equivalent number of year's experience. Technical certifications in area of specialization may be required.

CIP-WP-10 Web Administrator (K)**Functional Responsibilities:**

The Web Administrator in general requires a basic working knowledge of practices, rules, procedures or operations in the Web environment. Typical assignments involve applying basic principles, theories, concepts and knowledge within the area of specialization. The incumbent reviews and recommends designs, expansion directions, and operational use of the Internet/Intranet sites. Work involves preparing and updating the Web Site. This requires a practical knowledge of Web Site development techniques but does not require a paramount knowledge of information technology principles, concepts and methods. Is expected to implement Web site design and its structure, monitor Web site functionality and integrity, and perform basic troubleshooting techniques. May evaluate, test, and implement new Web applications. May assist with software installation. Individual will implement third party graphic software for Web site applications. Collects and analyzes Web site statistics for manager reports. Monitors emails from the Internet/Intranet site and provides advice to Web content providers. Decision process revolves around setting priorities, analyzing the subject, phase or issues involved in the assignment, selecting appropriate courses of action and exercising judgment.

General Experience:

The Web Administrator must demonstrate six years of general experience with at least three years of directly related and progressively responsible web experience or an equivalent combination of education and experience. The individual must have successfully demonstrated knowledge, skills, competencies and level of proficiency in the required level and type of work.

General Education:

The individual should hold a Bachelor's degree or equivalent number of year's experience. A Master's degree may be substituted for 1 year of experience and a Ph.D. may be substituted for 2 years of experience.

CIP-WP-11 Assistant Web Administrator (M)**Functional Responsibilities:**

The Assistant Web administrator, under direct supervision, assists in the operation of a Web site. The incumbent assists in software and content upgrades, supports Web usage and operations issues, assists end users with access problems, and assists in creating accounts for new users. Generally receives specific instructions on tasks to be performed and expected results. The incumbent assists in performing Web maintenance tasks.

General Experience:

The Assistant Web Administrator must demonstrate at least three years of working experience with at least one year in the Web environment. The Assistant works as an entry-level employee in the Web design environment. The position requires a basic working knowledge of Web practices, rules, procedures or operations. Typical assignments involve applying basic principles, theories, concepts and knowledge in Web development to more routine tasks.

General Education:

Generally requires a High School diploma with some specialty/related field training or an equivalent combination of education and experience.

CIP-WP-12 Webmaster (D)**Functional Responsibilities:**

The Web Master must possess excellent project management skills and have strong written/oral skills. The individual will be responsible for the all aspects of the Internet/Intranet activity. This includes application development and documentation, identify addition Intranet projects, determine hardware/software needs, develop Intranet security strategy and lead technology evaluations. The Web Master will also be involved with development environments, fail-over and other infrastructure requirements related to the Intranet Project. Requires expertise in Internet/Intranet server technology. Must be familiar with the infrastructure in a Microsoft NT or Sun environment. Thorough knowledge of HTML, Java, JavaScript, Perl, ASP, Microsoft SQL Server and NT/2000 Server required.

General Experience:

The Web Master must have fifteen (15) years of general computer science experience with at least twelve years (12) years of corporate LAN/WAN/Intranet support and development.

General Education:

Requires a Bachelor's degree in IS/IT or Computer Science preferred; Certifications MCSE, completion or progress towards completion desired.

CIP-WP-13 Senior Web Analyst (E)**Functional Responsibilities:**

The Senior Web Analyst designs and develops corporate websites based on the organization's Internet strategies and objectives. Proposes website strategies and creates action plans and applications to carry out strategies and accomplish objectives. Customizes Web-based interactive features, builds database gateways, and implements electronic commerce services.

General Experience:

The Senior Web Designer must demonstrate twelve (12) years of General Application Interface experience with nine (9) years of System Software Engineer activity. In addition, the experience should include five or more years experience with HTML and World Wide Web servers and browsers, technical knowledge of Windows NT/2000/XP and Unix systems administration, a working knowledge of database query languages, and development skills with authoring tools such as Backstage Designer and programming languages such as JAVA, CGI, PERL, Visual Basic, and C/C++. In addition, individual should possess experience and.

General Education:

Typically requires a Master's degree in Computer Science or related degree and experience.

CIP-WP-14 Web Analyst (F)**Functional Responsibilities:**

Designs and develops corporate websites based on the organization's Internet strategies and objectives. Proposes website strategies and creates action plans and applications to carry out strategies and accomplish objectives. Customizes Web-based interactive features, builds database gateways, and implements electronic commerce services.

General Experience:

The Web Analyst must demonstrate ten (10) years of general experience with at least three years experience with HTML and World Wide Web servers and browsers, technical knowledge of NT and UNIX systems administration, a working knowledge of database query languages, and development skills with authoring tools such as Macromedia Dreamweaver and programming languages such as JAVA, CGI, PERL, Visual Basic, and C/C++. In addition, individual could possess five (5) years experience as a System Software Engineer and two (2) years in the general field of Web design.

General Education:

The Web Analyst holds a Bachelor's degree in Computer Science or related degree plus additional academic achievements.

CIP-WS-15 Web Design Manager (E)**Functional Responsibilities:**

Manages the entire web programming staff and all projects. Ensures adequate resources are available to accomplish the programming tasks required. Provides training opportunities to the programming staff to ensure the corporate skill set remains current. Could be responsible for several concurrent projects.

General Experience:

The Web Design Manager must demonstrate twelve years of general experience with a minimum of nine (9) years of directly related and progressively responsible non-management specialty experience and a minimum of five years of project leader, supervisory, or management experience or equivalent combination of education and experience.

The Manager provides overall technical/professional and management direction. The Manager oversees designs and implements procedures and programs for web development projects. Individual monitors overall customer relations within assigned project or functional area. Implements and maintains established standards for functional area or contract.

General Education:

Generally requires a Masters degree in related field or equivalent combination of education and experience.

CIP-WS-16 Lead Web Designer (I)**Functional Responsibilities:**

Leads a web project team in the research and design of the components and subsystems comprising entire projects, conducts the planning and scheduling of projects, determines applicable project milestones, conducts risk mitigation procedures to ensure schedule adherence, develops and implements components and subsystems, conducts and documents module and system level testing, and conducts debugging and troubleshooting procedures.

General Experience:

The Lead Web Designer has ten (10) years in the general field and six years of demonstrated experience in the web environment. Typical assignments involve evaluating, selecting and applying highly specialized comprehensive technical or scientific techniques and knowledge in the field. Technical specialty practices, concepts and techniques are applied in one or more aspects of the specialty area to low to moderately complex assignments where there are precedents and procedures that can be referenced. Interactions are primarily to obtain, clarify, give or exchange facts or information. These contacts may involve planning, coordinating, advising, giving information or obtaining facts.

General Education:

Bachelor's degree plus additional academic achievements. Certification(s) in area of specialization may be required. (Two years additional experience may be substituted for each year of degree-level education).

CIP-WS-17 Senior Web Designer (J)**Functional Responsibilities:**

Working with a web project team or independently: conducts research and design of components, subsystems, and complete projects; conducts planning and scheduling of component and subsystem development; develops and implements components, subsystems, and complete projects; conducts and documents module and system level testing; and conducts debugging and troubleshooting procedures.

General Experience:

The incumbent shall demonstrate eight (8) years experience, of which at least five (5) years must be specialized. Specialized experience includes: high-level web development responsibility. General experience includes the use of web-based programming tools and application programs. Possesses good communication and presentation skills.

General Education:

Bachelor's degree plus additional academic achievements. Certification(s) in area of specialization may be required.

CIP-WS-18 Web Designer (K)**Functional Responsibilities:**

Working with a web project team: assists in the research and design of components and subsystems of a project; assists in the planning and scheduling of component and subsystem level development; develops and implements components and subsystems under limited supervision of a project leader; conducts and documents module level testing; and conducts debugging and troubleshooting procedures under limited supervision of a project leader.

General Experience:

The Web Designer must demonstrate six years of general experience with three (3) years of activity in the Internet/Intranet technical field. Positions require a basic working knowledge of practices, rules, procedures or operations within the web environment. Typical assignments involve applying basic principles, theories, concepts and knowledge within the area of specialization to more routine tasks. Assignments may fall within one area of the specialization. Work may require planning and organizing the individual's own work. Decisions revolve around setting priorities, analyzing the subject, phase or issues involved in the assignment, selecting appropriate courses of action and exercising judgment.

General Education:

The individual should hold a Bachelor's degree or equivalent number of years of experience.

CIP-WP-19 Assistant Web Designer (K)**Functional Responsibilities:**

Under direct supervision, assists in the research and design of components and subsystems of a project; assists in the planning and scheduling of component and subsystem level development; develops and implements components and subsystems under the supervision of a project leader; conducts and documents module level testing; and conducts debugging and troubleshooting procedures under the supervision of a project leader. Generally receives specific instructions on tasks to be performed and expected results.

General Experience:

The Assistant Web Designer must have three (3) years of general work experience and works as an entry-level employee in the web design environment. The relate field experience includes up to 2 (2) years of directly related and progressively responsible experience or an equivalent combination of education and experience. The position requires a basic working knowledge of web practices, rules, procedures or operations. Typical assignments involve applying basic principles, theories, concepts and knowledge in web development to more routine tasks.

General Education:

Generally requires a High School diploma with additional academic achievements.

C.11. Category 12: Internet Support Services

Job Code	Skill Position	Status	Skill Level
CIP-IS-01	Lead Internet Applications Developer	Exempt	E
CIP-IS-02	Senior Internet Applications Developer	Exempt	F
CIP-IS-03	Internet Applications Developer	Exempt	I
CIP-IS-04	Graphics Design Manager	Exempt	H
CIP-IS-05	Lead Graphics Designer	Exempt	I
CIP-IS-06	Senior Graphics Designer	Exempt	J
CIP-IS-07	Graphics Designer	Exempt	K
CIP-IS-08	Graphics Designer Assistant	Exempt	L
CIP-IS-09	Graphic Specialist	Non-Exempt	M
CIP-IS-10	Graphic Specialist Assistant	Non-Exempt	N

CIP-IS-01 Lead Internet Applications Developer (E)

Functional Responsibilities:

The incumbent applies extensive diversified knowledge and skills in the Internet field such as software engineering or database design, or application implementation. Typical assignments involve applying highly specialized comprehensive advanced technical knowledge in formulating new concepts or methods in the technical specialty field. Expected to recommend solutions to difficult problems and propose changes as needed. Recommendations are derived from personal knowledge of the application of established principles and practices within the field of specialization. Regularly interacts with others both within and outside the organization. May serve as a primary interface with clients on technical problems and issues and have responsibility for reporting project status.

General Experience:

The incumbent shall demonstrate at least twelve (12) years experience, of which at least nine (9) years must be specialized. Specialized experience includes: high-level Web development responsibility. General experience includes responsibility for preparation of computer programs, logic flow charts, diagrams, and documentation. The incumbent will interface more directly and frequently with the client; thus needs superior communication and presentation skills (oral and written).

General Education:

The incumbent must have at least a Bachelor's degree plus must have earned additional credentials or technical certifications.

CIP-IS-02 Senior Internet Applications Developer (F)**Functional Responsibilities:**

The incumbent is responsible for accomplishing Internet/Intranet enablement and browser-based accessibility from conceptual design through deployment. Requirements may interface with various legacy systems to provide data exchange/updates. Gathers client requirements, evaluates alternative approaches, and crafts custom interfaces and front-ends using tools such as: JAVA, HTML, UML and other modeling disciplines, Perl, CGI, JavaScript, JavaBeans, Lotus/Domino, Apache, Active Server Pages (ASP), ActiveX, VB Controls, VBScript, C, C++, etc. Provides usability testing and assists with preparation of documentation and the development and delivery of user training.

General Experience:

The incumbent shall demonstrate ten (10) years experience, of which at least seven (7) years must be specialized. Specialized experience includes: high-level Web development responsibility. General experience includes responsibility for preparation of computer programs, logic flow charts, diagrams, and documentation. Possesses good communication and presentation skills (oral and written).

General Education:

Bachelor's degree plus additional academic achievements. Certification(s) in area of specialization may be required. Two (2) years additional experience may be substituted for each year of degree-level education.

CIP-IS-03 Internet Applications Developer (I)**Functional Responsibilities:**

Develops programs, processes, and procedures to allow browser-based applications interface and Internet/Intranet enablement. Requirements may necessitate interface with various legacy systems to provide data exchange/updates. Gathers client requirements, evaluates alternative approaches, and crafts custom interfaces and front-ends using tools such as: JAVA, HTML, UML and other modeling disciplines, Perl, CGI, JavaScript, JavaBeans, Lotus/Domino, Apache, Active Server Pages (ASP), ActiveX, VB Controls, VBScript, C, C++, etc. Provides usability testing and assists with preparation of documentation and the development and delivery of user training.

General Experience:

The incumbent shall demonstrate ten (10) years experience, of which at least six (6) years must be specialized. Specialized experience includes high-level Web development responsibility. General experience includes responsibility for preparation of computer programs, logic flow charts, diagrams, and documentation. Possesses good communication and presentation skills (oral and written).

General Education:

Bachelor's degree plus additional academic achievements. Certification(s) in area of specialization may be required. Two (2) years additional experience may be substituted for each year of degree-level education.

CIP-IS-04 Graphic Design Manager (H)**Functional Responsibilities:**

The Graphic Design Manager oversees entire graphics design staff and all projects. Ensures adequate resources are available to accomplish the development tasks required. Individual provides training opportunities to the development staff to ensure the corporate skill set remains current. The manager could be responsible for several concurrent projects and oversees designs and implements procedures and programs for development projects. Individual monitors overall customer relations within assigned project or functional area. In addition, the Manager implements and maintains established standards for functional area or contract.

General Experience:

Graphic Design Manager provides overall technical/professional and management direction. Generally the manager has a minimum of ten years of general experience with a minimum of seven (7) years of directly related and progressively responsible non-management specialty experience and a minimum of five years of project leader, supervisory, or management experience or equivalent combination of education and experience.

General Education:

A Bachelor degree with additional academic achievements in related field.

CIP-IS-05 Lead Graphics Designer (I)**Functional Responsibilities:**

The Lead Graphics Designer leads a graphics design team in the design and creation of graphics materials, conducts the planning and scheduling of graphic design projects, determines applicable project milestones, conducts risk mitigation procedures to ensure schedule adherence, develops and implements tasks for the design projects. The Designer contributes at the senior level with focus on web-enabled solutions sets. Typical assignments involve applying the full range of design principles, theories, concepts, practices and knowledge to complex web problems. Assignments often involve establishing and implementing new or revised policies and procedures; participating in policy-making sessions with operating managers; recommending management actions or alternatives; or looking for new ways to enhance the graphical operation and efficiency of a web site. Recommends solutions to complex problems and proposes changes as needed. Regularly interacts with others within and outside the client base. The incumbent shall have eight years of general graphics artist/illustrator experience and four years IT/Web experience.

General Experience:

The Lead Graphic Designer must demonstrate at least ten (10) years of general experience with a minimum of six in the related field.

General Education:

Generally requires Bachelor's degree in relevant/related field and progressively responsible experience and/or an equivalent combination of education and job experiences.

CIP-IS-06 Senior Graphics Designer (J)**Functional Responsibilities:**

Working directly with the customer, the Senior Graphics Designer is responsible for guiding and assisting the customer in the development and execution of overall project vision and goals. Captures requirements, specifications and preferences and translates project vision into comprehensive electronic graphic design solutions providing the desired "look" and functionality. Combines in-depth understanding of the client's needs, system capabilities, and likely audience acceptance to propose and construct various interface and input/output layouts and designs.

General Experience:

The incumbent shall demonstrate eight (8) years general graphics artist/illustrator experience and five (5) years IT/Web experience.

General Education:

Bachelor's degree. Two (2) years additional experience may be substituted for each year of degree-level education.

CIP-IS-07 Graphics Designer (K)**Functional Responsibilities:**

Responsible for translating customer requirements and specifications into electronic graphic design solutions that reflect the desired look, feel, and functionality appropriate for the selected medium (including supporting brochures, publications, and other documentation, as appropriate). Combines understanding of the client's needs with superior knowledge of system capabilities to construct various interface and input/output layouts and designs for UML/SGML/HTML and related environments.

General Experience:

The incumbent shall demonstrate six (6) years general graphics artist/illustrator experience and three (3) years IT/Web experience.

General Education:

Bachelor's degree. Two (2) years additional experience may be substituted for each year of degree-level education.

CIP-IS-08 Assistant Graphics Designer (L)

Functional Responsibilities:

The Assistant Graphics Designer assists with translating overall IT project vision and goals into comprehensive electronic graphic design solutions providing the desired "look" and functionality utilizing various interface and input/output layouts and designs and methodologies.

General Experience:

The Assistant Graphic Designer has demonstrated at least five years of working experience with up to three years of general graphics artist/illustrator experience.

General Education:

Associate Degree or Higher

CIP-IS-09 Graphics Specialist (M)

Functional Responsibilities:

The Graphic Specialist translates overall project vision and goals into comprehensive electronic graphic design solutions providing the desired "look" and functionality utilizing various interface and input / output layouts and designs and methodologies

General Experience:

The Graphic Specialist has demonstrated at least three years of working experience with at least one year of general graphics artist/illustrator experience.

General Education:

Bachelor Degree or equivalent

CIP-IS-10 Graphics Specialist Assistant (N)

Functional Responsibilities:

The Assistant Graphic Specialist assists with translating overall project vision and goals into comprehensive electronic graphic design solutions providing the desired "look" and functionality utilizing various interface and input / output layouts and designs and methodologies

General Experience:

The Assistant Graphic Specialist has demonstrated at least two years of working experience with up to one year of general graphics artist/illustrator experience.

General Education:

Bachelor Degree or equivalent

C.12. Category 13: Management Analysis Services

As business becomes more complex, Commercial firms and the Public Sector are continually faced with new challenges. Firms and government agencies increasingly rely on management analysts to help them remain competitive or efficient amidst these changes. Management analysts, often referred to as *management consultants* in private industry, analyze and propose ways to improve an organization's structure, efficiency, security, or profits. In recent years, information technology and electronic commerce have provided new opportunities for management analysts. Companies hire consultants to develop strategies for entering and remaining competitive in the new electronic marketplace.

Job Code	Skill Position	Status	Skill Level
CIP-MA-01	Management Analyst, Senior	Exempt	I
CIP-MA-02	Management Analyst	Exempt	J
CIP-MA-03	Operation Research Analyst	Exempt	J
CIP-MA-04	Research Analyst, Senior	Exempt	K
CIP-MA-05	Research Analyst	Exempt	L
CIP-MA-06	Economist, Senior	Exempt	K
CIP-MA-07	Economist	Exempt	L
CIP-MA-08	Lead Intelligence Analyst	Exempt	D
CIP-MA-09	Senior Intelligence Analyst	Exempt	E
CIP-MA-10	Intelligence Analyst	Exempt	F
CIP-MA-11	Intelligence / SIGINT Specialist	Exempt	H

CIP-MA-01 Management Analyst, Senior (I)

Functional Responsibilities: a gathering, research, and analysis to collect sufficient information to assist the project Manager. Demonstrated experience in research methods and procedures. Creating understanding, and reconciling various data files and sources and establishing data standardization procedures in addition to superior communications and presentation skills. Individual may be responsible for the Project Manager's duties in his/her absence.

General Experience:

The Senior Management Analyst must demonstrate at least 10 years of general experience. A minimum of five (5) years of this experience should be specialized. Five years of experience in a management consulting, financial analysis, or related field, applying analytical and problem solving skills. The remainder may be any combination of specialized and/or general experience with six (6) years of data gathering research at major accounts. Three (3) years of progressive experience in projects requiring information management techniques, Systems analysis is desired. Management consulting and/or financial services industry experience highly desirable. Advance knowledge of business processes and budgeting. Solid program management skill--cost estimation, cost benefit analysis, risk management. Strong collaborative and consultative skills and experience. Proven track record of successfully managing complex projects to completion. Strong organizational, analytical, interpersonal and communication (verbal and written) skills. Ability to working a fast-paced environment and manage changing priorities, within established guidelines and procedures Expert proficiency with MS Office tools, including Excel, Access, Word, and Power Point. Proficiency with other financial planning and modeling tools is desirable.

General Education:

A Master's degree in Computer and Management Science, or directly related field of study.

CIP-MA-02 Management Analyst (J)**Functional Responsibilities:**

The Management Analyst conducts research and analyses of business-related issues relating to existing business processes as well as new strategic initiatives. The incumbent advises management in planning and assessing strategic plans and initiatives. The individual prepares briefings for management meetings. The individual develops methodologies, policies, and procedures to track, monitor and report on clients' goals and measures plus prepares briefings for management meetings.

General Experience:

A total of eight (8) years experience is desired for this position. A minimum of four (4) years of this experience should be specialized. The remainder may be any combination of specialized and/or general experience.. Four (4) years of data gathering research at major accounts. Hands-on activity. Two (2) years of progressive experience in projects requiring information management techniques, Systems analysis is desired.

General Education:

A Bachelor's degree in Management or Information Technology Science, or directly related field of study with scientific methods and techniques.

CIP-MA-03 Operation Research Analyst (J)**Functional Responsibilities:**

The Operation Research Analyst involves professional and scientific work requiring the design, development and adaptation of mathematical, statistical, econometric, and other scientific methods and techniques to analyze problems of management and to provide advice and insight about the probable effects of alternative solutions to these problems. The primary requirement of the work is competence in the rigorous methods of scientific inquiry and analysis rather than in the subject matter of the problem

General Experience:

A total of seven (7) years experience. A minimum of four (4) years of specialized experience. The remainder may be any combination of specialized and/or general experience. Four (4) years with considerable emphasis placed on knowledge of mathematical and statistical techniques. Progressive experience with mathematical and statistical techniques including analysis of work flows and processes.

General Education:

A Graduate degree in study related to the analysis of scientific methods and techniques

CIP-MA-04 Research Analyst, Senior (K)**Functional Responsibilities:**

The Senior Research Analyst has experience in data gathering, research, and analysis to collect sufficient information to develop a detailed data base design. Experience in knowledge of research methods, and procedures, locating, understanding, and reconciling various data files and sources and establishing data standardization procedures. Experience in constructing data models and processes. Individual may be responsible for the Project Manager's duties in his/her absence

General Experience:

A total of ten (10) years experience is desired for this position. A minimum of six (6) years of this experience should be specialized. The remainder may be any combination of specialized and/or general experience. Six (6) years of data gathering research at major accounts. Hands-on activity. Four (4) years of progressive experience in projects requiring mathematical techniques as it applies to the field of Information Technology

General Education:

A Master's degree in ADP related field of study [Computer Science, Electrical Engineering, Mathematics, or related disciplines].

CIP-MA-05 Research Analyst (L)**Functional Responsibilities:**

The Research Analyst must demonstrate experience in data gathering, research, and analysis to collect sufficient information to develop a detailed data base design. The individual must possess knowledge of research methods and constructing data models. The incumbent must have experience in locating, understanding, and reconciling various data files and sources and establishing data standardization procedures. Individual may be responsible for the Senior Research Analyst's duties in his/her absence.

General Experience:

A total of five (5) years experience is desired for this position. A minimum of three (3) years of this experience should be specialized. The remainder may be any combination of specialized and/or general experience. Three (3) years of data gathering research at major accounts. Hands-on activity. Four (4) years of progressive experience in projects requiring mathematical techniques as it applies to the field of Information Technology.

General Education:

A Master's degree in ADP related field of study [Computer Science, Electrical Engineering, Mathematics, or related disciplines]. Master's degree in ADP related field of study [Computer Science, Electrical Engineering, Mathematics, or related disciplines]. Bachelor's degree in Computer Science, Electrical Engineering, Mathematics or related disciplines and 5 years experience. A Master's degree may substitute for experience on a year-for-year basis.

CIP-MA-06 Economist, Senior (K)**Functional Responsibilities:**

Performs functional economic analysis, economic analysis, and cost benefit analysis for information system programs. Familiarity with USACE and Civil Works economic issues and data is desirable, but not necessary. Experience in working with multiple teams helping to set-up work planning, technical reviews, inspections and quality assurance. Individual may be responsible for the Project Manager's duties in his/her absence.

General Experience:

A total of ten (10) years experience in economic analysis. A minimum of six (6) years of specialized experience. The remainder may be any combination of specialized and/or general experience. Six (6) years with considerable emphasis placed on knowledge of mathematical and statistical techniques.. Progressive experience with mathematical and statistical techniques including analysis of work flows and processes.

General Education:

A Master's degree in study related to the analysis of scientific methods and techniques.

CIP-MA-07 Economist (L)**Functional Responsibilities:**

Experience in performing functional economic analysis, economic analysis, and cost benefit analysis for information system programs. Experience working with teams to provide technical reviews, inspection and quality assurance. Individual may be responsible for the Senior Economist's duties in his/her absence.

General Experience:

A total of three (3) years experience in economic analysis. A minimum of two (2) years of specialized experience. The remainder may be any combination of specialized and/or general experience. Two (2) years with considerable emphasis placed on knowledge of mathematical and statistical techniques. Progressive experience with mathematical and statistical techniques including economics analysis of work flows and processes.

General Education:

A Bachelor's degree in study related to the economic analysis of scientific methods and techniques.

CIP-MA-08 Lead Intelligence Analyst (D)**Functional Responsibilities:**

The Lead Intelligence Analyst provides comprehensive confidential intelligence and counter intelligence services to executives and decision-makers. The incumbent implements and manages internet search resources for the discovery and aggregation of all web source content as it relates to a specific topic or interest. This activity includes Comprehensive Access and Discovery, Tracking and Monitoring, Deep Research, Content Access and Management. A critical service is the selecting, managing and grouping of search sources for gathering project intelligence

General Experience:

The Lead Intelligence Analyst must demonstrate more than fifteen (15) years general experience. The professional has senior-level experience within multiple disciplines. More than 12 years of progressive technical and managerial experience in the selection and introduction of large and complex intelligence processes applied across multiple information technology platforms. Specialized experience includes intelligence gathering, operation/consultation to diagnose and resolve data capture problems, or related responsibilities. Possesses superior communication and presentation skills (oral and written).

General Education:

Master's degree plus additional educational advancements.

CIP-MA-09 Senior Intelligence Analyst (E)**Functional Responsibilities:**

The Senior Intelligence Analyst provides support to the Lead Intelligence Analyst or function in a similar capacity. The incumbent provides comprehensive confidential intelligence and counter intelligence services to executives and decision-makers. The incumbent implements and manages internet search resources for the discovery and aggregation of all web source content as it relates to a specific topic or interest. This activity includes Comprehensive Access and Discovery, Tracking and Monitoring, Deep Research, Content Access and Management. A critical service is the selecting, managing and grouping of search sources for gathering project intelligence.

General Experience:

The Senior Intelligence Analyst must demonstrate more than twelve (12) years general experience. The professional has senior-level experience within multiple disciplines. More than nine (9) years of progressive technical and managerial experience in the selection and introduction of large and complex intelligence processes applied across multiple information technology platforms. Specialized experience includes intelligence gathering, operation/consultation to diagnose and resolve data capture problems, or related responsibilities. Possesses superior communication and presentation skills (oral and written).

General Education:

Master's degree. Certification(s) in area of specialization may be required. Two (2) years additional experience may be substituted for each year of degree-level education.

CIP-MA-10 Intelligence Analyst (F)**Functional Responsibilities:**

The Intelligence Analyst provides support to the Intelligence Analysis staff. The projects entail providing comprehensive confidential intelligence and counter intelligence services to executives and decision-makers. The incumbent supports and maintains internet search resources for the discovery and aggregation of all web source content as it relates to a specific topic or interest. The incumbent analyzes, defines, documents, and proposes intelligence project requirements, policies, and procedures. The incumbent designs, develops, engineers and implements solutions to intelligence and counter intelligent project requirements.

General Experience:

The Intelligence Analyst must demonstrate more than ten (10) years general experience. The professional has senior-level experience within multiple disciplines. More than seven (7) years of progressive technical and managerial experience in the selection and introduction of large and complex intelligence processes applied across multiple information technology platforms. Specialized experience includes intelligence gathering, operation/consultation to diagnose and resolve data capture problems, or related responsibilities. Possesses superior communication and presentation skills (oral and written).

General Education:

Bachelor's degree. Certification(s) in area of specialization may be required. Two (2) years additional experience may be substituted for each year of degree-level education.

CIP-MA-11 Intelligence / SIGINT Specialist (H)**Functional Responsibilities:**

SIGINT – Signals Intelligence Specialist generally requires technical knowledge and analytic skills to conduct systematic analysis and evaluation of data sufficient to produce specific plans and procedures to exploit specific targets. This might typically require analysis and reporting in areas including: digital network intelligence, network analysis, contact chaining, geographic systems information analysis, open source research and analysis, general SIGINT development assistance, and software/database support and administration. A Signals Intelligence Specialist serves as a collection/signals analyst officer responsible for conducting the search and development of new signals, determining signal parameters, performing necessary analysis and user identification, and initiating collection in response to both national and local level tasking. The incumbent would also be responsible for performing technical analysis on complex telecommunications signals and providing timely and comprehensive signal analysis for the Intelligence Community. In addition, the incumbent would participate in the development and evaluation of new and innovative signal analysis processing techniques.

General Experience:

A total of ten (10) years experience in telecommunications signals or related analysis. A minimum of two (2) years of specialized experience. The remainder may be any combination of specialized and/or general experience. Two (2) years with considerable emphasis placed on knowledge of mathematical and statistical techniques. Progressive experience with pattern recognition and signal collection techniques including knowledge of FDM/TDM/PCM signals and processes. Related task experience could include: 1) Establishing and maintaining continuity on target entities, 2) Mapping the SIGINT environment of current targets, 3) Understanding target signaling (how to influence/defeat – if necessary), 4) Developing tools, techniques, and target-specific knowledge, 5) Anticipating likely SIGINT environments of potential targets, 6) Developing new access and collection opportunities, and 7) Avoiding technological surprise and ensuring continued access to target communications.

General Education:

A Bachelor's degree in Computer Science or Engineering study related to the economic analysis of scientific, or previous SIGINT communication experience.

C.13. Category 14: Consulting Services

In general, the Cipher Systems consultants and their supporting staff are involved in the assessment of projects system goals, objectives and operations. They guide identification of top-level system requirements and support the implementation of systems in terms of marketing, hardware, software, database and telecommunications components. Examples of skill sets available are:

Code	Skill Title	Status	Skill Level
CIP-CS-01	Principal Administrator I	Exempt	D
CIP-CS-02	Principal Architect I	Exempt	B
CIP-CS-03	Principal Communication Specialist I	Exempt	B
CIP-CS-04	Principal Intelligence Consultant I	Exempt	B
CIP-CS-05	INFOSEC Consulting Architect	Exempt	B
CIP-CS-06	Subject Matter Expert	Exempt	D
CIP-CS-07	Principal Subject Matter Expert I	Exempt	B
CIP-CS-08	Principal Subject Matter Expert II	Exempt	A
CIP-CS-09	Principal Consultant I	Exempt	B
CIP-CS-10	Principal Consultant II	Exempt	A

CIP-CS-01 Principle Administrator I (D)

Functional Responsibilities:

The Principal Administrator I works with the management of the user community to effectively and rapidly optimize both existing hardware and software configurations and those being developed for use on the shared system resource. Responsible for the management and supervision of system administrators. Assists other senior management officials with the definition and transition of new environments.

General Experience:

The Principal Administrator I must demonstrate over fifteen (15) years of general experience with a minimum of twelve (12) years must be specialized. Specialized experience includes: supervision of System/Database administrators, development and execution of adds, moves, and changes to both user and system software and hardware environments. General experience includes increasing responsibilities in system administration.

General Education:

Generally requires a Masters degree in related field or equivalent academic achievement.

CIP-CS-02 Principle Architect I (B)

Functional Responsibilities:

The Principal Architect I works with the management of the user community to effectively and rapidly optimize both existing hardware and software configurations and those being developed for use on the shared system resource. The incumbent is responsible for the overall design, management and/or supervision of Corporate Infrastructure, system Processes, and/or Data Structures. The incumbent assists other senior management officials with the definition and transition of new environments.

General Experience:

The Principal Architect I must demonstrate over twenty years of general experience with a minimum of fifteen (15) years must be specialized. Specialized experience includes: supervision of system administrators, development and execution of adds, moves, and changes to both user and system software and hardware environments. General experience includes increasing responsibilities in system administration.

General Education:

Generally requires a Masters degree in related field or equivalent academic achievement.

CIP-CS-03 Principal Communications Specialist I (B)**Functional Responsibilities:**

The Principal Communications Specialist I applies extensive diversified knowledge and skills in Network Technology and Telecommunications applications. Works directly with senior customer and contractor technical staff to design and optimize network topologies and infrastructure configurations. Examines and analyzes local and enterprise network characteristics (wired and wireless), including system traffic, transmission speeds, packet sizes, protocols, and throughput. Evaluates and recommends procurements, deletions, and modifications as necessary to achieve desired performance, reliability, and interoperability requirements. Plans and coordinates installations, modifications and transitions to minimize risk and reduce downtime.

General Experience:

The incumbent shall demonstrate twenty (20) years general IT computer network experience, of which at least fifteen (15) years must be specialized. Specialized experience includes system design and configuration, computer network implementation and maintenance, testing, optimization or related responsibilities. Possesses superior communication and presentation skills (oral and written).

General Education:

Master's degree. Certification(s) in area of specialization is required. (Two years additional experience may be substituted for each year of degree-level education).

CIP-CS-04 Principal Intelligence Consultant I (B)**Functional Responsibilities:**

The Principal Intelligence Consultant I applies extensive diversified knowledge and skills in a highly specialized technical field such as computer science. Works directly with senior customer and contractor technical staff to design and optimize network topologies and infrastructure configurations. Examines and analyzes local and enterprise network characteristics (wired and wireless), including system traffic, transmission speeds, packet sizes, protocols, and throughput. Evaluates and recommends procurements, deletions, and modifications as necessary to achieve desired performance, reliability, and interoperability requirements. Plans and coordinates installations, modifications and transitions to minimize risk and reduce downtime.

General Experience:

The incumbent shall demonstrate fifteen years of general information technology with emphasis in artificial intelligence, operation research, data mining, and modeling theory. The incumbent must have at least twelve years of specialization in competitive intelligence projects. Possesses superior communication and presentation skills (oral and written).

General Education:

Master's degree plus additional academic achievements.

CIP-CS-05 INFOSEC Consulting Architect (B)**Functional Responsibilities:**

The INFOSEC Consulting Architect establishes and satisfies highly challenging and complex system-wide information security requirements based upon the analysis of user, policy, regulatory, and resource demands. Supports customers at the highest levels in the development and implementation of doctrine, policies, and procedures. Provides leadership and guidance in the development, design and application of solutions implemented by more junior staff members. Coordinates with senior customer and contractor personnel to establish and define programs, resources and risks. Applies expertise to government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures. Examples could include classified intelligence and command and control - related networks. Provides guidance and direction to other professionals, acts in a consulting and/or advisory capacity; coordinates resolution of highly complex problems and tasks, possesses ability to meet and operate under deadlines.

General Experience:

The INFOSEC Consulting Architect shall demonstrate at least twenty (20) years general IT experience, of which at least fifteen (15) years must be specialized. Specialized experience includes leadership roles in developing and implementing INFOSEC technology, programs and policies for major industry and government programs/efforts. Also requires an expert understanding of security policies advocated by the U.S. Government including Department of Defense and appropriate civil agencies, e.g., NIST, as well as commercial "best practices". General experience includes development of both common user and special purpose command and control/ information systems with increasing responsibilities in the scope and magnitude of the systems for which solutions have been implemented. Possesses superior communication and presentation skills (oral and written).

General Education:

Generally requires a Masters degree in related field or equivalent academic achievement.

CIP-CS-06 Subject Matter Expert (D)**Functional Responsibilities:**

The Subject Matter Expert analyzes user needs to determine functional requirements. Performs functional allocation to identify required tasks and their interrelationships. Identifies resources required for each task. Possesses requisite knowledge and expertise recognized in the professional community to the extent that the Client is able to qualify the individual as an expert in the field. Demonstrates exceptional oral and written communication skills.

General Experience:

The Subject Matter Expert must demonstrate fifteen years of general experience with at least twelve (12) years of experience in the field of specialty.

General Education:

Generally requires a Masters degree in related field or equivalent academic achievement.

CIP-CS-07 Principal Subject Matter Expert I (B)**Functional Responsibilities:**

The Principal Subject Matter Expert I analyzes user needs to determine functional requirements. Performs functional allocation to identify required tasks and their interrelationships. Identifies resources required for each task. Possesses requisite knowledge and expertise recognized in the professional community to the extent that the Client is able to qualify the individual as an expert in the field. Demonstrates exceptional oral and written communication skills.

General Experience:

The Principal Subject Matter Expert I must demonstrate twenty (20) years of general experience with at least fifteen (15) years of experience in the field of specialty.

General Education:

Masters degree in related field plus additional academic achievements.

CIP-CS-08 Principal Subject Matter Expert II (A)**Functional Responsibilities:**

The Subject Matter Expert II analyzes user needs to determine functional requirements. Performs functional allocation to identify required tasks and their interrelationships. Identifies resources required for each task. Possesses requisite knowledge and expertise recognized in the professional community to the extent that the Client is able to qualify the individual as an expert in the field. Demonstrates exceptional oral and written communication skills.

General Experience:

The Subject Matter Expert II must demonstrate twenty five (25) years of general experience with at least twenty (20) years of experience in the field of specialty.

General Education:

Masters degree in related field plus additional academic achievements.

CIP-CS-09 Principal Consultant I (B)**Functional Responsibilities:**

The Principal Consultant I directs all activities of one or more major contracts, programs, projects, technologies, or clients or directs all activities for a variety of different programs/clients which cross over/ involve two or more functional areas. Provides overall leadership for the business unit and ensures activities are management in a cost-effective manner within budgetary guidelines. Leadership is consistent with, and supports the success of the overall organization. Plans, develops and administers policies covering two or more functional areas. Establishes work policies and practices for business unit being directed. Oversees and approves selection, performance measurement and promotion or termination, or other personnel actions involving staff. Designs and establishes measurement standards for the functional area(s) or contract(s).

General Experience:

The Principal Consultant I will typically provide senior expertise within multiple disciplines and has experience in advising senior executives on effective utilization of information technology systems and reengineering to meet business objectives. More than 20 years of experience of progressive accomplishment managing and implementing large, complex information technology systems.

General Education:

Generally requires a Masters degree in related field, a minimum of ten (10) years of directly related and progressively responsible non-management specialty experience and a minimum of eight (8) years of management experience or equivalent combination of education and experience. A Ph.D. may be substituted for 2 years of experience.

CIP-CS-10 Principal Consultant II (A)**Functional Responsibilities:**

The Principal Consultant II plans, develops and administers policies covering several broad functional areas or key contracts. Individual participates in development of corporate policy and setting financial plan for business units. The consultant will oversee the work of staff that includes management and senior level professionals. In addition may serve as member of the management committee for the organization.

General Experience:

The Principal Consultant II will typically provide senior expertise within multiple disciplines such as Enterprise Resource Planning, Data Assurance, or Information Strategy. The consultant has at least 25 years of experience demonstrating progressive accomplishment in the design, development, implementation, and management of large and complex information technology systems.

General Education:

The Principal Consultant II position requires at least a Masters degree in related field, a minimum of twelve (12) years of directly related and progressively responsible non-management specialty experience and a minimum of ten (10) years of management experience or equivalent combination of education and experience. A Ph.D. may be substituted for 2 years of experience.

D. PROFESSIONAL INFORMATION TECHNOLOGY SERVICES

D.1. Professional Information Technology [IT] Position Descriptions

Appendix C provides a complete listing of **all** positions offered under this contract. The descriptions are arranged based on position categories; such as Database Design and Development

D.2. Professional Information Technology Services [D300 Series] Contractor Site Rates

Rates are based on utilization of the individual under a given task order. Utilization definitions are found in Appendix B.

			Cipher Systems		
			Site Rate w/IFF		
CLIN	Skill Position	Skill Level	LU	MU	HU
Architecture/Design/Analysis (Category 2)					
CIP-AD-01	Lead Architect	D	\$173.21	\$154.97	\$127.63
CIP-AD-02	Senior Architect	E	\$145.49	\$130.17	\$107.21
CIP-AD-03	Architect	F	\$139.55	\$124.87	\$102.83
CIP-AD-04	Lead Subject Specialist	F	\$139.55	\$124.87	\$102.83
CIP-AD-05	Senior Subject Specialist	I	\$117.77	\$105.37	\$86.78
CIP-AD-06	Subject Specialist	J	\$110.84	\$99.18	\$81.68
CIP-AD-07	Senior Analyst	J	\$110.84	\$99.18	\$81.68
CIP-AD-08	Analyst	K	\$96.99	\$86.78	\$71.47
CIP-AD-09	Associate Analyst	L	\$77.53	\$69.37	\$57.13
Contract Administrator Services (Category 3)					
CIP-CA-01	Lead Contract Administrator	J	\$110.84	\$99.18	\$81.68
CIP-CA-04	Contract Support Specialist	M	\$68.29	\$61.09	\$50.30

Professional Information Technology Services Contractor Site Rates (Continued)

CLIN	Skill Position	Skill Level	Cipher Systems		
			Site Rate w/IFF		
LU	MU	HU			
Database Design and Development (Category 8)					
CIP-DD-01	Database Development Manager	E	\$145.49	\$130.17	\$107.21
CIP-DD-02	Lead Database Developer	F	\$139.55	\$124.87	\$102.83
CIP-DD-03	Senior Database Developer	I	\$117.77	\$105.37	\$86.78
CIP-DD-04	Database Developer	K	\$96.99	\$86.78	\$71.47
CIP-DD-06	Database Administrator Manager	E	\$145.49	\$130.17	\$107.21
CIP-DD-07	Lead Database Administrator	F	\$139.55	\$124.87	\$102.83
CIP-DD-08	Senior Database Administrator	I	\$117.77	\$105.37	\$86.78
CIP-DD-09	Database Administrator	J	\$110.84	\$99.18	\$81.68
CIP-DD-10	Assistant Database Administrator	L	\$77.53	\$69.37	\$57.13
CIP-DD-11	Database Analyst	I	\$117.77	\$105.37	\$86.78
CIP-DD-12	DBMS Designer	E	\$145.49	\$130.17	\$107.21
Engineering Support Services (Category 7)					
CIP-ES-01	Senior Engineer	I	\$117.77	\$105.37	\$86.78
CIP-ES-02	Engineer	J	\$110.84	\$99.18	\$81.68
CIP-ES-03	Senior Administrator	K	\$96.99	\$86.78	\$71.47
CIP-ES-04	Administrator	L	\$77.53	\$69.37	\$57.13
CIP-ES-08	Senior Technical Specialist	K	\$96.99	\$86.78	\$71.47
CIP-ES-09	Technical Specialist	L	\$77.53	\$69.37	\$57.13
Knowledge Management Support (Category 7)					
CIP-KM-01	Senior Documentation Specialist	J	\$110.84	\$99.18	\$81.68
CIP-KM-02	Documentation Specialist	K	\$96.99	\$86.78	\$71.47

Professional Information Technology Services Contractor Site Rates (Continued)

CLIN	Skill Position	Skill Level	Cipher Systems Site Rate w/IFF		
			LU	MU	HU
Program/Project Management (Category 9)					
CIP-PM-01	Program Director	C	\$190.03	\$170.02	\$140.02
CIP-PM-02	Senior Program Manager	D	\$173.21	\$154.97	\$127.63
CIP-PM-03	Program Manager	F	\$139.55	\$124.87	\$102.83
CIP-PM-04	Senior Project Manager	I	\$117.77	\$105.37	\$86.78
CIP-PM-05	Project Manager	J	\$110.84	\$99.18	\$81.68
CIP-PM-06	Project Analyst	K	\$96.99	\$86.78	\$71.47
Security Assurance (Category 8)					
CIP-SA-04	Data Assurance Specialist	E	\$145.49	\$130.17	\$107.21
Software Design & Development (Category 10)					
CIP-SD-01	Senior Applications Developer	F	\$139.55	\$124.87	\$102.83
CIP-SD-02	Applications Developer	I	\$117.77	\$105.37	\$86.78
CIP-SD-04	Senior Software Developer	E	\$145.49	\$130.17	\$107.21
CIP-SD-05	Software Developer	F	\$139.55	\$124.87	\$102.83
CIP-SD-06	Lead Software Engineer	D	\$173.21	\$154.97	\$127.63
CIP-SD-07	Senior Software Engineer	E	\$145.49	\$130.17	\$107.21
CIP-SD-08	Software Engineer	F	\$139.55	\$124.87	\$102.83
Consulting Services (Category 14)					
CIP-CS-01	Principal Administrator I	D	\$167.51	\$149.87	\$123.43
CIP-CS-04	Principal Intelligence Consultant I	B	\$191.44	\$171.28	\$141.06
CIP-CS-06	Subject Matter Expert	D	\$167.51	\$149.87	\$123.43
CIP-CS-07	Principal Subject Matter Expert I	B	\$191.44	\$171.28	\$141.06
CIP-CS-09	Principal Consultant I	B	\$191.44	\$171.28	\$141.06

D.3. Professional Information Technology Services [D300 Series] Ordering Agency Site Rates

When Cipher’s staff is stationed at an ordering activity, the utilization rate is adjusted accordingly: Low [LU]-2%, Moderate [MU]-3%, and High [HU]-5%.

CLIN	Labor Category	Skill Level	Ordering Activity Site Rate w/IFF		
			LU	MU	HU
Architecture/Design/Analysis (Category 2)					
CIP-AD-06	Subject Specialist	J	\$108.62	\$96.20	\$77.60
CIP-AD-08	Analyst	K	\$95.05	\$84.18	\$67.90
CIP-AD-09	Associate Analyst	L	\$71.73	\$59.07	\$0.00
Contract Administrator Services (Category 3)					
CIP-CA-01	Lead Contract Administrator	J	\$108.62	\$96.20	\$77.60
Database Design and Development (Category 8)					
CIP-DD-01	Database Development Manager	E	\$142.58	\$126.26	\$101.85
CIP-DD-03	Senior Database Developer	I	\$115.41	\$102.21	\$82.44
CIP-DD-04	Database Developer	K	\$95.05	\$84.18	\$67.90
CIP-DD-08	Senior Database Administrator	I	\$115.41	\$102.21	\$82.44
CIP-DD-09	Database Administrator	J	\$108.62	\$96.20	\$77.60
CIP-DD-11	Database Analyst	I	\$115.41	\$102.21	\$82.44
Engineering Support Services (Category 5)					
CIP-ES-01	Senior Engineer	I	\$115.41	\$102.21	\$82.44
CIP-ES-02	Engineer	J	\$108.62	\$96.20	\$77.60
CIP-ES-08	Senior Technical Specialist	K	\$95.05	\$84.18	\$67.90
CIP-ES-09	Technical Specialist	L	\$75.98	\$67.29	\$54.27
Knowledge Management Support (Category 7)					
CIP-KM-02	Documentation Specialist	K	\$95.05	\$84.18	\$67.90
Program/Project Management Category 9)					
CIP-PM-04	Senior Project Manager	I	\$115.41	\$102.21	\$82.44
CIP-PM-05	Project Manager	J	\$108.62	\$96.20	\$77.60
CIP-PM-06	Project Analyst	K	\$95.05	\$84.18	\$67.90
Software Design & Development (Category 10)					
CIP-SD-02	Applications Developer	I	\$115.41	\$102.21	\$82.44
CIP-SD-05	Software Developer	F	\$136.76	\$121.12	\$97.69

E. MARKETING, MEDIA, AND PUBLIC INFORMATION GROUP [R422/R701/R708]

E.1. Overview

This appendix addresses Marketing, Media, and Public Information Services; namely,

1. Market Research and Public Information [C R422]
2. Advertising Services [C R701]
3. Public Relation Services [C R708]

Cipher’s focus is providing Knowledge Management, Competitive Intelligence and Web Design and Development. There are also three related offerings. Appendix D covers IT professional Services, Appendix F provides Management, Organization and Business Improvement Services [MOBIS] and Appendix G offers Document and Records Management Services.

MMPI Group offering is provided through various Special Item Numbers [SIN]. The items marked by a  are provided directly by Cipher. The other items are included for completeness only. However, Cipher, as the Prime Contractor, can assemble a team of schedule holders (subject to the Ordering Activity’s approval) that can address and complete the entire Statement of Work issued by the agency. These SINs collectively address the following services:

Service Description		Corporate Schedule SIN	Schedule 738 I SIN	Schedule 70 SIN
Group R – Professional, Administrative, and Support Services [C R422/C R701/C R708]				
	Market Research, Media Analysis and Related Services	C R422	738-1	
	Web Site Design and Maintenance Services	C R422 (Group D)	738-2	132-51
	Trade Shows/Exhibits and Conference and Events Planning Services	C R422	738-3	
	Press and Public Relations Services	C R422	738-3	
	Public Education and Outdoor Marketing and Media Services	C R422	738-4	
	Radio, Television, and Public Service Announcements Services	C R422	738-5	
	Full Service Marketing, Media, and Public Information Services	C R422 (Group 70/D/U)	738-6	132-8/132-33 132-50/51/52
	Direct Mail Services	C R422 (Group D)	738-8	132-52
	Commercial Photography Services	C R422	738-10	
	Commercial Art and Graphic Design Services	C R422	738-11	
	Videotape and Film Production Services	C R422 C R699B	738-12	

Cipher can partner with the client on many levels to help outsource the agency's Competitive Intelligence needs. Typically outsourcing takes one of the following forms:

Communiqué - Each and every day hundreds of new pieces of information emerge about competitors and the client's industry. Having someone read for specific company context and create a one- to two-page brief allows decision makers to stay on top of things and not get buried by them.

Envoy - At the end of the week our analyst steps back and looks at the bigger picture. As a trained Competitive Intelligence professional, the analyst is able to create an "early warnings" report. The client is alerted to the most critically competitive items to watch for the following week.

Cipher also act as a collector of competitive information at this level. Cipher will attend trade shows and conferences, conduct interviews and identify sources.

Ambassador - Here Cipher takes on the entire Competitive Intelligence function for companies. From interfacing with senior executives, to collection, analysis, reporting and the technology to run it, we dedicate a team of professionals to the client's intelligence needs.

Note that this becomes the shortest route for companies to acquire full intelligence capabilities. We step up the news feeds the client will need, modify our technology, identify and source experts, and start operations much faster than building the capacity from within.

It is a common mistake to believe technology exists to automate Competitive Intelligence. It is understandable that we use technology to relieve us of tedious tasks; but there is little automation that can add to the Competitive Intelligence process. Rather, information technology really shines when we, the professional, make it support the work of creating Competitive Intelligence. It's called workflow. Beyond e-mail, workflow is about collaborating and coordinating your work. Most likely the e-mail system that is present at your site (Lotus Notes' or Microsoft' Exchange/Outlook') does this.

One of Cipher's core missions is to make informed choices about which of the increasing number of great technologies makes a difference in the work of Competitive Intelligence professionals.

That is why Cipher builds products on top of the client's existing e-mail system: not only to make using Competitive Intelligence easier, but to leverage the e-mail system's automation and workflow features, add in third-party tools, and add our own designs and technologies.

Workflow is aided by defining the questions you have about competitors and being clear about why it matters. Tasks are given to team members, follow-up is tracked, and reminders are e-mailed. Collecting new information from staff and trusted outsiders follows. Live interactive analysis can be performed. Interpretation of the collected evidence results in answers being written. Managers who have the questions about competitors receive the answers, from which they can issue action items to proactively outsmart and outmaneuver the competition.

E.2. Professional Position Descriptions

Appendix C provides a complete listing of **all** positions offered under this contract. The descriptions are arranged based on position categories; such as Web Administrator. Cipher Systems organizes its job positions by categories. There are 8 skill categories associated with R422-like activity. They are:

	Category	Accounting Code	Unit	Employee Type
1	Administrative Support Services	AS	Hour	Non-Exempt
3	Contract Administrator Services	CS	Hour	Exempt
7	Knowledge Management Services	KM	Hour/Day	Exempt
9	Program/Project Management	PM	Hour/Day	Exempt
10	Web Professional Services	WP	Hour/Day	Exempt
11	Internet Support Services	IS	Hour	Exempt
13	Management Analysis Services	MA	Hour/Day	Exempt
14	Consulting Services	CS	Hour/Day	Exempt

E.3. Professional Services by the Hour

The professional service offering with their corresponding utilization rates are provided below.

E.3.1. Professional Services [C R422] Contractor Site Rates

			Cipher Systems Site Rate w/IFF		
CLIN	Skill Position	Skill Level	LU	MU	HU
Administrative Support Services (Category 1)					
CIP-AS-02	Administrative Assistant	V	\$42.17	\$37.72	\$31.07
CIP-AS-03	Senior Administrative Assistant	U	\$47.02	\$42.07	\$34.65
CIP-AS-04	Lead Administrative Assistant	T	\$52.87	\$47.31	\$38.95
CIP-AS-05	Executive Assistant	R	\$67.84	\$60.71	\$49.98
CIP-AS-06	Senior Executive Assistant	P	\$77.31	\$69.17	\$56.96
Contract Administrator Services (Category 3)					
CIP-CA-01	Lead Contract Administrator	J	\$110.84	\$99.18	\$81.68
CIP-CA-02	Senior Contract Administrator	P	\$77.31	\$69.17	\$56.96
CIP-CA-03	Contract Administrator	L	\$77.53	\$69.37	\$57.13
CIP-CA-04	Contract Support Specialist	M	\$68.29	\$61.09	\$50.30
Knowledge Management Services (Category 7)					
CIP-KM-01	Senior Documentation Specialist	J	\$110.84	\$99.18	\$81.68
CIP-KM-02	Documentation Specialist	K	\$96.99	\$86.78	\$71.47
CIP-KM-03	Senior Training Specialist	I	\$110.84	\$99.18	\$81.68
CIP-KM-04	Training Specialist	K	\$96.99	\$86.78	\$71.47
Program/Project Management (Category 9)					
CIP-PM-01	Program Director	C	\$190.03	\$170.02	\$140.02
CIP-PM-02	Senior Program Manager	D	\$173.21	\$154.97	\$127.63
CIP-PM-03	Program Manager	F	\$139.55	\$124.87	\$102.83
CIP-PM-04	Senior Project Manager	I	\$117.77	\$105.37	\$86.78
CIP-PM-05	Project Manager	J	\$110.84	\$99.18	\$81.68
CIP-PM-06	Project Analyst	K	\$96.99	\$86.78	\$71.47

Professional Services [C R422] Contractor Site Rates (Continued)

CLIN	Skill Position	Skill Level	Cipher Systems Site Rate w/IFF		
			LU	MU	HU
Web Professional Services (Category 11)					
CIP-WP-01	Web Development Manager	E	\$145.49	\$130.17	\$107.21
CIP-WP-02	Lead Web Developer	I	\$117.77	\$105.37	\$86.78
CIP-WP-03	Senior Web Developer	J	\$110.84	\$99.18	\$81.68
CIP-WP-04	Web Developer	K	\$96.99	\$86.78	\$71.47
CIP-WP-05	Associate Web Developer	M	\$68.29	\$61.09	\$50.30
CIP-WP-06	Web Assistant	N	\$60.43	\$54.06	\$44.52
CIP-WP-07	Web Administration Manager	E	\$145.49	\$130.17	\$107.21
CIP-WP-08	Lead Web Administrator	I	\$117.77	\$105.37	\$86.78
CIP-WP-09	Senior Web Administrator	J	\$110.84	\$99.18	\$81.68
CIP-WP-10	Web Administrator	K	\$96.99	\$86.78	\$71.47
CIP-WP-11	Assistant Web Administrator	M	\$68.29	\$61.09	\$50.30
CIP-WP-12	Web Master	D	\$173.21	\$154.97	\$127.63
CIP-WP-13	Senior Web Analyst	E	\$145.49	\$130.17	\$107.21
CIP-WP-14	Web Analyst	F	\$139.55	\$124.87	\$102.83
CIP-WP-15	Web Design Manager	E	\$145.49	\$130.17	\$107.21
CIP-WP-16	Lead Web Designer	I	\$117.77	\$105.37	\$86.78
Internet Support Services (Category 12)					
CIP-IS-01	Lead Internet Applications Developer	E	\$145.49	\$130.17	\$107.21
CIP-IS-02	Senior Internet Applications Developer	F	\$139.55	\$124.87	\$102.83
CIP-IS-03	Internet Applications Developer	I	\$117.77	\$105.37	\$86.78
CIP-IS-04	Graphics Design Manager	H	\$124.70	\$111.58	\$91.89
CIP-IS-05	Lead Graphics Designer	I	\$117.77	\$105.37	\$86.78
CIP-IS-06	Senior Graphics Designer	J	\$110.84	\$99.18	\$81.68
CIP-IS-07	Graphics Designer	K	\$96.99	\$86.78	\$71.47
CIP-IS-08	Graphics Designer Assistant	L	\$77.53	\$69.37	\$57.13
CIP-IS-09	Graphic Specialist	M	\$68.29	\$61.09	\$50.30
CIP-IS-10	Graphic Specialist, Assistant	N	\$60.43	\$54.06	\$44.52

Consulting Services [C R422] Contractor Site Rates (Continued)

CLIN	Skill Position	Skill Level	Cipher Systems Site Rate w/IFF		
			LU	MU	HU
Management Analysis Services (Category 13)					
CIP-MA-01	Management Analyst, Senior	I	\$117.77	\$105.37	\$86.78
CIP-MA-02	Management Analyst	J	\$110.84	\$99.18	\$81.68
CIP-MA-03	Operation Research Analyst	J	\$110.84	\$99.18	\$81.68
CIP-MA-04	Research Analyst, Senior	K	\$96.99	\$86.78	\$71.47
CIP-MA-05	Research Analyst	L	\$77.53	\$69.37	\$57.13
CIP-MA-06	Economist, Senior	K	\$96.99	\$86.78	\$71.47
CIP-MA-07	Economist	L	\$77.53	\$69.37	\$57.13
CIP-MA-08	Lead Intelligence Analyst	D	\$173.21	\$154.97	\$127.63
CIP-MA-09	Senior Intelligence Analyst	E	\$145.49	\$130.17	\$107.21
CIP-MA-10	Intelligence Analyst	F	\$139.55	\$124.87	\$102.83
CIP-MA-11	Intelligence / SIGINT Specialist	H	\$124.70	\$111.58	\$91.89
Consulting Services (Category 14)					
CIP-CS-01	Principal Administrator I	D	\$173.21	\$154.97	\$127.63
CIP-CS-02	Principal Architect I	B	\$197.95	\$177.10	\$145.86
CIP-CS-03	Principal Communication Specialist I	B	\$197.95	\$177.10	\$145.86
CIP-CS-04	Principal Intelligence Consultant I	B	\$197.95	\$177.10	\$145.86
CIP-CS-05	INFOSEC Consulting Architect	B	\$197.95	\$177.10	\$145.86
CIP-CS-06	Subject Matter Expert	D	\$173.21	\$154.97	\$127.63
CIP-CS-07	Principal Subject Matter Expert I	B	\$197.95	\$177.10	\$145.86
CIP-CS-08	Principal Subject Matter Expert II	A	\$222.69	\$199.25	\$164.09
CIP-CS-09	Principal Consultant I	B	\$197.95	\$177.10	\$145.86
CIP-CS-10	Principal Consultant II	A	\$222.69	\$199.25	\$164.09

E.3.2. Professional Services [C R422] Ordering Activity Site Rates

When Cipher's staff is stationed at an ordering activity, the utilization rate is adjusted accordingly: Low [LU]-2%, Moderate [MU]-3%, and High [HU]-5%.

CLIN	Skill Position	Skill Level	Ordering Activity Site Rate w/IFF		
			LU	MU	HU
Administrative Support Services(Category 1)					
CIP-AS-02	Administrative Assistant	V	\$41.32	\$36.59	\$29.52
CIP-AS-03	Senior Administrative Assistant	U	\$46.08	\$40.81	\$32.91
CIP-AS-04	Lead Administrative Assistant	T	\$51.81	\$45.89	\$37.01
CIP-AS-05	Executive Assistant	R	\$66.49	\$58.89	\$47.48
CIP-AS-06	Senior Executive Assistant	P	\$75.76	\$67.10	\$54.12
Contract Administrator Services (Category 3)					
CIP-CA-01	Lead Contract Administrator	J	\$108.63	\$96.20	\$77.59
CIP-CA-02	Senior Contract Administrator	P	\$75.76	\$67.10	\$54.12
CIP-CA-03	Contract Administrator	L	\$75.98	\$67.29	\$54.27
CIP-CA-04	Contract Support Specialist	M	\$66.92	\$59.26	\$47.79
Knowledge Management Services (Category 7)					
CIP-KM-01	Senior Documentation Specialist	J	\$108.63	\$96.20	\$77.59
CIP-KM-02	Documentation Specialist	K	\$95.06	\$84.18	\$67.89
CIP-KM-03	Senior Training Specialist	I	\$108.63	\$96.20	\$77.59
CIP-KM-04	Training Specialist	K	\$95.06	\$84.18	\$67.89
Program/Project Management (Category 9)					
CIP-PM-01	Program Director	C	\$186.22	\$164.92	\$133.01
CIP-PM-02	Senior Program Manager	D	\$169.74	\$150.32	\$121.24
CIP-PM-03	Program Manager	F	\$136.76	\$121.11	\$97.68
CIP-PM-04	Senior Project Manager	I	\$115.43	\$102.22	\$82.44
CIP-PM-05	Project Manager	J	\$108.63	\$96.20	\$77.59
CIP-PM-06	Project Analyst	K	\$95.06	\$84.18	\$67.89

Professional Services [C R422] Ordering Activity Site Rates (Continued)

CLIN	Skill Position	Skill Level	Ordering Activity Site Rate w/IFF		
			LU	MU	HU
Web Professional Services (Category 11)					
CIP-WP-01	Web Development Manager	E	\$142.58	\$126.27	\$101.84
CIP-WP-02	Lead Web Developer	I	\$115.43	\$102.22	\$82.44
CIP-WP-03	Senior Web Developer	J	\$108.63	\$96.20	\$77.59
CIP-WP-04	Web Developer	K	\$95.06	\$84.18	\$67.89
CIP-WP-05	Associate Web Developer	M	\$66.91	\$59.26	\$47.79
CIP-WP-06	Web Assistant	N	\$59.22	\$52.43	\$42.30
CIP-WP-07	Web Administration Manager	E	\$142.58	\$126.27	\$101.84
CIP-WP-08	Lead Web Administrator	I	\$115.43	\$102.22	\$82.44
CIP-WP-09	Senior Web Administrator	J	\$108.63	\$96.20	\$77.59
CIP-WP-10	Web Administrator	K	\$95.06	\$84.18	\$67.89
CIP-WP-11	Assistant Web Administrator	M	\$66.91	\$59.26	\$47.79
CIP-WP-12	Web Master	D	\$169.74	\$150.32	\$121.24
CIP-WP-13	Senior Web Analyst	E	\$142.58	\$126.27	\$101.84
CIP-WP-14	Web Analyst	F	\$136.76	\$121.11	\$97.68
CIP-WP-15	Web Design Manager	E	\$142.58	\$126.27	\$101.84
CIP-WP-16	Lead Web Designer	I	\$115.43	\$102.22	\$82.44
Internet Support Services (Category 12)					
CIP-IS-01	Lead Internet Applications Developer	E	\$142.58	\$126.27	\$101.84
CIP-IS-02	Senior Internet Applications Developer	F	\$136.76	\$121.11	\$97.68
CIP-IS-03	Internet Applications Developer	I	\$115.43	\$102.22	\$82.44
CIP-IS-04	Graphics Design Manager	H	\$122.21	\$108.23	\$87.29
CIP-IS-05	Lead Graphics Designer	I	\$115.43	\$102.22	\$82.44
CIP-IS-06	Senior Graphics Designer	J	\$108.63	\$96.20	\$77.59
CIP-IS-07	Graphics Designer	K	\$95.06	\$84.18	\$67.89
CIP-IS-08	Graphics Designer Assistant	L	\$75.98	\$67.29	\$54.27
CIP-IS-09	Graphic Specialist	M	\$66.91	\$59.26	\$47.79
CIP-IS-10	Graphic Specialist, Assistant	N	\$59.22	\$52.43	\$42.30

Consulting Services [C R422] Ordering Activity Site Rates (Continued)

CLIN	Skill Position	Skill Level	Ordering Activity Site Rate w/IFF		
			LU	MU	HU
Management Analysis Services (Category 13)					
CIP-MA-01	Management Analyst, Senior	I	\$115.43	\$102.22	\$82.44
CIP-MA-02	Management Analyst	J	\$108.63	\$96.20	\$77.59
CIP-MA-03	Operation Research Analyst	J	\$108.63	\$96.20	\$77.59
CIP-MA-04	Research Analyst, Senior	K	\$95.06	\$84.18	\$67.89
CIP-MA-05	Research Analyst	L	\$75.98	\$67.29	\$54.27
CIP-MA-06	Economist, Senior	K	\$95.06	\$84.18	\$67.89
CIP-MA-07	Economist	L	\$75.98	\$67.29	\$54.27
CIP-MA-08	Lead Intelligence Analyst	D	\$169.74	\$150.32	\$121.24
CIP-MA-09	Senior Intelligence Analyst	E	\$142.58	\$126.27	\$101.84
CIP-MA-10	Intelligence Analyst	F	\$136.76	\$121.11	\$97.68
CIP-MA-11	Intelligence / SIGINT Specialist	H	\$122.21	\$108.23	\$87.29
Consulting Services (Category 14)					
CIP-CS-01	Principal Administrator I	D	\$169.74	\$150.32	\$121.24
CIP-CS-02	Principal Architect I	B	\$193.99	\$171.80	\$138.57
CIP-CS-03	Principal Communication Specialist I	B	\$193.99	\$171.80	\$138.57
CIP-CS-04	Principal Intelligence Consultant I	B	\$193.99	\$171.80	\$138.57
CIP-CS-05	INFOSEC Consulting Architect	B	\$193.99	\$171.80	\$138.57
CIP-CS-06	Subject Matter Expert	D	\$169.74	\$150.32	\$121.24
CIP-CS-07	Principal Subject Matter Expert I	B	\$193.99	\$171.80	\$138.57
CIP-CS-08	Principal Subject Matter Expert II	A	\$218.24	\$193.26	\$155.89
CIP-CS-09	Principal Consultant I	B	\$193.99	\$171.80	\$138.57
CIP-CS-10	Principal Consultant II	A	\$218.24	\$193.26	\$155.89

E.4. Professional Services Day Rates

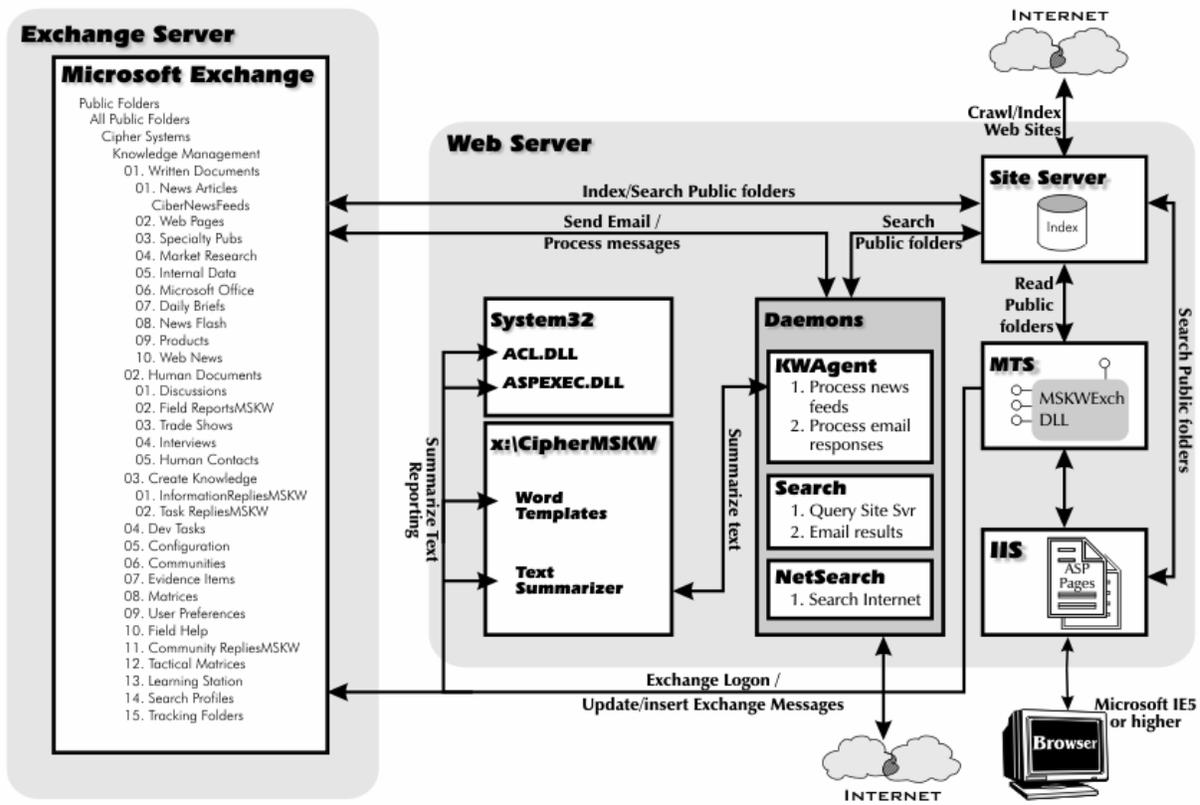
The following table provides general consulting services rates on a per day basis. The field titles reflect the general skill set of an individual.

Job Code	Consultant Field	GSA (w/IEF)	Unit	UR	Skill Level
CIP-CSD-01L	Competitive Intelligence Services I	\$1,520	Day	L	D
CIP-CSD-01M	Competitive Intelligence Services I	\$1,360	Day	M	D
CIP-CSD-01H	Competitive Intelligence Services I	\$1,120	Day	H	D
CIP-CSD-02L	Competitive Intelligence Services II	\$1,583	Day	L	B
CIP-CSD-02M	Competitive Intelligence Services II	\$1,417	Day	M	B
CIP-CSD-02H	Competitive Intelligence Services II	\$1,166	Day	H	B
CIP-CSD-05L	Knowledge Management	\$1,386	Day	L	D
CIP-CSD-05M	Knowledge Management	\$1,240	Day	M	D
CIP-CSD-05H	Knowledge Management	\$1,021	Day	H	D
CIP-CSD-08L	Principal Consultant I (Various)	\$1,583	Day	L	B
CIP-CSD-09L	Principal Consultant II (Various)	\$1,782	Day	L	A
CIP-CSD-10L	Program Management I	\$1,782	Day	L	D
CIP-CSD-10M	Program Management I	\$1,386	Day	M	D
CIP-CSD-10H	Program Management I	\$1,520	Day	H	D
CIP-CSD-11L	Program Management II	\$1,360	Day	L	C
CIP-CSD-11M	Program Management II	\$1,386	Day	M	C
CIP-CSD-11H	Program Management II	\$1,583	Day	H	C
CIP-CSD-14L	Subject Matter Expert	\$1,782	Day	L	D
CIP-CSD-14M	Subject Matter Expert	\$1,583	Day	M	D
CIP-CSD-14H	Subject Matter Expert	\$1,417	Day	H	D
CIP-CSD-15L	Subject Matter Expert I	\$1,166	Day	L	B
CIP-CSD-15M	Subject Matter Expert I	\$1,520	Day	M	B
CIP-CSD-15H	Subject Matter Expert I	\$1,360	Day	H	B
CIP-CSD-16L	Subject Matter Expert II	\$1,120	Day	L	A
CIP-CSD-16M	Subject Matter Expert II	\$1,583	Day	M	A
CIP-CSD-16H	Subject Matter Expert II	\$1,417	Day	H	A
CIP-CSD-18L	Web Technology	\$1,166	Day	L	B
CIP-CSD-18M	Web Technology	\$1,386	Day	M	B
CIP-CSD-18H	Web Technology	\$1,240	Day	H	B

E.5. Knowledge.Works-Based Services By Project

Cipher Systems is a leading competitive intelligence consultancy that utilizes state-of-the-art technology to enable not only the development and dissemination of competitive knowledge but also the process to understand and articulate the appropriate topics to explore. Cipher System’s Knowledge Works is a Microsoft Exchange based Competitive Intelligence solution. It is designed to assist in the collection, analysis, and reporting of key market activities. The solution's core is competitive intelligence database enhanced by collaboration and workflow to help create new market knowledge. A depiction of the architecture is shown below.

Cipher Knowledge.Works Architecture
Information into Knowledge



E.5.1. Knowledge.Works Implementation Services

Knowledge.Works, a Microsoft Exchange based system, is a fully formed product that once installed will facilitate the collection, analysis, and production of intelligence within a client’s organization. The implementation task group will install, customize, configure, test, and train and support the client’s core user groups during the implementation of Knowledge.Works. Every client’s has different needs and requirements; however, the project steps can be defined. The scope and complexity varies. **Note:** professional service solution set pricing doesn’t include software licensing fees.

E.5.1.1. Phase I: Installation and Design

Phase I of Knowledge.Works implementation plans includes the selection of the servers that will be hosting the application, as well as the installation and initial configuration of the system. This initial phase typically includes the following steps:

Step 1: Installation and Configuration Services

Storage and processing architecture requirements are identified for a successful Knowledge.Works installation. This process includes the selection of the Web and MS Exchange server and acquisition of the necessary system resources and privileges. An installation and testing phase using Cipher's basic Knowledge.Works database is initiated and completed.

Step 2: Installation and Configuration Services

In this step of our implementation plan, we will review and identify the information sources that will be integrated in our competitive intelligence portal. This review process will include the written and tacit information sources that are currently being used or should be used in the competitive intelligence process.

Written sources of information could include:

- Fee-based databases; such as Lexis Nexis, Factiva, OneSource or any other database information services, which the client is currently subscribing.
- Legacy databases that may already exist in the organization and need to be linked to the Knowledge.Works portal; such as, Competitive Profiles, Sales Database(s), Market Research data, Consumer or Supplier information.
- Information services such as Gartner and Yankee can be, if required, integrated into the Knowledge.Works.
- News services and databases that are already available to the client would become part of this integration phase.
- Any other written sources of information; such as, scanned information from existing hard copy client reports can be include in the written sources library of the CI portal.

Tacit sources of information could include:

- Client's sales representatives who might be able to add value to the CI-gathering process
- Client's field representatives who might be in contact with key customers or other key groups in the targeted field of interest
- Client's Customer's internal and external experts (research analysts, executives/managers) who have an extensive network of contacts and in-depth knowledge of the industry
- Any existing CI-related workgroups that might have been or might currently be working on CI-related assignments at the client's site.

Step 3: Knowledge.Works Blue Print

Step 3 will conclude the first part of the implementation plan. During this step, the task group will use the information gathered in Steps 1 and 2 to generate a detailed blue print and architecture plan for the CI portal. The group will be able to provide the names, format, technical specifications and level of integration for all the databases and information sources that will be integrated in the written documents section of the CI portal. In addition, they will also be able to identify the individuals who should be connected to the collaboration/community section, as well as, to be able to define the format of the "human intelligence" collection tools that will be added to CI portals (Conference and Trade Shows collection reports, Field Reports, etc.). The design of the blue print generated in Step 3 will be implemented during Phase II.

E.5.1.2. Phase II: Customization

Phase II of the implementation focuses on the “customization” of the solution. During this phase, the task group will provide training for the application and will finalize the appropriate configuration and design of client’s current intelligence needs.

Step 4: Knowledge.Works Implementation (First Round)

In Step 4 of the plan, Cipher’s technical team will begin customizing client CI Portal. In order to keep this process as efficient as possible, Cipher Systems will provide client with an electronic tracking interface that will allow the team to view the status of all on-going work at any given time.

Step 5: Initial User Review and Training

In this step, the core client users of Knowledge.Works will have the opportunity to get a “hands-on” training session on the newly implemented CI Portal. This will also be an opportunity to review the changes that were implemented by Cipher’s programmers and define any additional changes, enhancements or fixes that need to be addressed during Step 6 of the implementation plan.

Step 6: Knowledge.Works Implementation (Final Round)

In Step 6, the task group will proceed with the final customizations of the client’s CI Portal, using the same approach and tracking system that was used during the first round of customization in Step 4. They will then proceed with an extensive round of testing of client’s CI Portal.

E.5.1.3. Phase III: Testing and Casual User Training

Phase III of the implementation focuses on the “customization” of the solution. During this phase, the task group will provide training for the application and will finalize the appropriate configuration and design of client’s current intelligence needs.

Step 7: Final Review and Testing

Step 7 will provide the client’s CI staff with another opportunity to get hands-on training on the newly implemented Knowledge.Works and to review the last series of changes implemented in Step 6.

Step 8: Casual User Training

Step 8 will provide the client’s Casual User appropriate training, if required.

CIP-KWB-01 Knowledge.Works – Basic Implementation-----\$18,753

Phase	Activity	Estimated Duration
I	Installation and Design	5 to 6 weeks
II	Customization	4 to 5 weeks
III	Testing and Training	2 to 3 weeks

CIP-KWA-01 Knowledge.Works – Advanced Implementation -----\$28,129

Phase	Activity	Estimated Duration
I	Installation and Design	7 to 8 weeks
II	Customization	6 to 7 weeks
III	Testing and Training	2 to 3 weeks

CIP-KWC-01 Knowledge.Works – Complex Implementation ----- \$37,505

Phase	Activity	Estimated Duration
I	Installation and Design	9 to 12 weeks
II	Customization	7 to 10 weeks
III	Testing and Training	3 to 4 weeks

E.5.2. Knowledge.Works Specialty Services

CIP-KWS-01 Primary Collection Projects ----- \$30,005

Cipher’s primary research expertise, alone or in conjunction with our well-established ability to root out “hard-to-find” public information, would provide the client with an unsurpassed ability to make the right decisions, with the right information, at the right time. Specifically, Cipher would provide client with the following types of primary collection support services:

Acquisition Due Diligence: Cipher conducts one-on-one interviews with an acquisition target’s key business accounts to impartially assess relative strengths and weaknesses vis-à-vis other competitors from the perspective of key customers. This exercise would provide the client’s management with a detailed assessment of potential “red flags” that otherwise will not be apparent from a disclosed financial statement or revealed in negotiations. Such engagements would provide actionable insight into how to negotiate the best possible acquisition as well as allowing the new owners to effectively position the new company in key customer accounts.

Acquisition candidate screening: Cipher develops comprehensive profiles on target companies (public, subsidiaries, and private) based on extensive direct interviews with employees and senior management. Profiles typically include assessments of the target’s sales and accounts, facilities, and the position of the ownership on the potential sale. This service would provide Client’s Management with the immediate advantage of knowing the target’s strengths and weaknesses and the ownership’s attitude towards sale prior to any introduction or negotiations.

Customer account auditing and product positioning: Cipher would empower client’s Management with impartial and actionable feedback from the market place. This process would provide clients with a detailed understanding of a customer organization’s key purchase criterion, how the client ranks in each of the key criteria relative to other suppliers, and a detailed analysis of the customer’s unmet needs and purchasing expectations. Knowing specific details about each account would enable client to develop focused attack strategies for existing and potential customers based on the customer’s own needs and perceptions.

Market and industry audits: Cipher would provide client with market sizes and trends based on direct, in-depth interviews with key suppliers, competitors, and customers. Detailed knowledge of a market’s size and growth, and trends that will influence its performance would allow client to plan effectively and lead rather than react to trends. Knowing what the “other guy” is thinking gives clients an exploitable competitive advantage not available from any other source.

Each collection project would include the following deliverables: 1) An executive summary 2) Competitor/market specific summaries detailing key findings of each engagement; 3) Any other information valuable to the client’s communications will be included in text format.

CIP-KWS-02 Competitor Profiling----- \$70,322

This task focuses on keeping accurate and up to date profiles of its main rivals. These profiles provide assessments of key competitors and their product lines.

CIP-KWS-03 Major Trade Show Collection Services ----- \$23,441

Cipher would attend selected industry trade shows and conferences in order to collect specific information on the client’s competitors and/or suppliers. Cipher’s Collection Services offering would include the following components:

Definition of Trade Show Collection Guidelines and Procedures: Cipher would adapt its focused interest groups (such as Congress) coverage procedures to fit client’s needs. Cipher has materials that define collection ethics and procedures for this type of CI collection. The content of these materials will be summarized in a brief that will be delivered to the client’s attendees prior to each trade-shows This document will outline the purpose, procedures and planning guides for each event.

Trade Show Collection and Reporting: Cipher divides events into major or minor show events. For both categories, we follow the same preparation procedures to identify who will assist, what issues will be tracked, what poster sessions and researchers to target, and what approach methods will be used.

Major events can be defined as strategic conferences and congresses that would require the presence of at least 2 teams of collectors/attendees from Qwest’s staff, focusing on multiple collection areas. Based on our experience, a collection team usually includes 3 to 5 members of the attending staff. For major events we use a full quarterbacking procedure where we line up selected Qwest staff in advance of the show, arrange a room for a briefing at the start of the conference, facilitate morning “wash-up” meetings on what has been learned, identify what gaps remain, and what additional collection opportunities have been uncovered. Reports of key findings are issued within a few days of the shows conclusion. These are written to answer specific decision needs rather than as a trip report narrative. These events may involve up to a dozen Qwest researchers or booth staff and will use two Cipher assets at the show and one in the back-office for preparation.

CIP-KWS-04 Minor Trade Show Collection Services----- \$9376

Cipher would attend selected industry trade shows and conferences in order to collect specific information on the client’s competitors and/or suppliers. Cipher’s Collection Services offering would include the following components:

Definition of Trade Show Collection Guidelines and Procedures: Cipher would adapt its focused interest groups (such as Congress) coverage procedures to fit client’s needs. Cipher has materials that define collection ethics and procedures for this type of CI collection. The content of these materials will be summarized in a brief that will be delivered to the client’s attendees prior to each trade-shows This document will outline the purpose, procedures and planning guides for each event.

Trade Show Collection and Reporting: Cipher divides events into major or minor show events. For both categories, we follow the same preparation procedures to identify who will assist, what issues will be tracked, what poster sessions and researchers to target, and what approach methods will be used.

Minor events: can be defined as conferences and congresses that would require the presence of a single team of collectors/attendees on Qwest’ staff, focusing on a single collection area. For minor events we may involve only a few Qwest staff members, typically just meet in a common area for coordination and then pursue collection.

CIP-KWS-05 Early Warning Reporting Services ----- \$7,501

Cipher’s Early Warning Intelligence function consists of scanning a selection of information sources and databases in order to effectively monitoring the trends and major events in the Telecommunications market space. Analysts with in-depth knowledge of the telecommunication industry would be responsible for monitoring the client’s competitors and markets and for the delivery of the following types of reports:

- **Daily Briefs:** A daily synopsis of information relevant to client’s competitors and markets. This type of reporting is like a newsletter of the day’s events.
- **Flash Reports:** A tool used to convey breaking-news information that cannot wait for the daily report to be published. Analysis and strategic direction are provided.
- **Company Profiles:** This report profiles a competitor on a regular basis, providing a timely analysis of competitors.

CIP-KWS-06 Mystery Shopping Services ----- \$60,946

Cipher has extensive experience with regard to Mystery Shopping. In this type of exercise, Cipher assumes the role of a potential buyer who is interested in purchasing specific services from selected competitors. This approach allows the client to obtain unique marketing and pricing insights from leading competitors. Mystery shopping efforts would include the following steps and deliverables:

- Defining the survey instrument that would be the most appropriate to obtain the answers to the selected questions
- Monitoring the quality of the on-going research (accuracy, validation and output quality)
- Reporting the results of the research in the context of the original questions defined by the client.

CIP-KWS-07 Scenario Planning (War Gaming) Services ----- \$23,441

Scenario Planning (War Gaming) services are designed to help companies turn information into action. Cipher would provide methodology and background information required to implement each War Gaming session.

Each Scenario planning session would include four teams. All teams should be staffed with internal staff (marketing, clinical research or analysts) at the client site. Out of these four teams, one team represents the client while the three other teams represent different competitors. The purpose of this Scenario Planning framework is to develop different types of strategies, including: 1) Product Launch, 2) New Entrant Analysis, 3) Technology Acquisition, etc. Cipher’s War Gaming sessions include the following steps:

Step 1: Each team uses Porter's Blind spots framework to come up with an initial market strategy. Each strategy is then presented to the other teams using Porter's four corners Blind Spots framework.

Step 2: The teams rework a new strategy based on the input (and potential “blind spots” components) they have gathered during the presentation of each competing teams (thus allowing them to make very useful modification to their original strategy) in order to best counter the moves of rivals.

Final Step (Final Deliverable): New (improved/revised) strategies for both the client and its leading competitor are presented and implemented and monitored by each of the team.

CIP-KWS-08 Legislative Monitoring Services ----- \$4,688

Cipher has an extensive network of contacts among the DC lobbying community and is uniquely positioned to provide the client with an effective Early Warning regulatory capability. During this process, Cipher’s consultants would generate weekly summary updates on the key legislative events that might have a major impact on the client’s current and future strategy.

- During this process, Cipher’s researchers would also generate regulatory Alert reports to report any breaking news information captured by our researchers who would provide the following services:
- Monitoring the activities of US State and Federal organizations by Cipher’s legislative senior consulting team,
- Mining the activities and publications of selected Trade Associations
- Identifying and recruiting qualified industry experts in selected pharmaceutical regulatory areas.

CIP-KWS-09 CI Implementation Services----- \$70,322

Through a systematic and thorough assessment, Cipher’s consultants would evaluate any functional gaps in the client’s CI organization. They would then develop a solution set that would leverage the organization’s existing resources and make specific recommendations to improve client’s CI capabilities.

The following summary provides an overview of the key steps required to implement an Enterprise-wide CI Solution in a corporate organization. The final objective of this initiative is to establish a “stand alone” intelligence function to support the strategic decision-making process at the client’s site.

The Key steps in Cipher’s CI Systems implementation plan are the following:

Task 1: The technical set-up is the first step of Cipher’s implementation plan. It includes the selection of the server(s) which will be hosting the application, as well as the installation and initial configuration of Knowledge.Works. The technical set-up phase will also include the delivery of the initial design blueprint (architecture and workflow map) of the system. The design of the system will be finalized at the end of the implementation plan (see Task 6) based on the results of the CI capability survey (or Task 4) of the process.

Task 2: The second task of the plan addresses the “ground work” preceding the rollout of our system by 1) setting expectations among upper management and 2) addressing the preliminary intelligence requirements at the client site (objectives, ethical guidelines, incentive system, etc.)

Task 3: This task is designed to determine the business intelligence requirements of the client’s primary decision-makers. This is also refer to as “*Key Intelligence Topics*” [KITs]. The results of the KIT interviews will be made during task 5 of the project where management will have a chance to review and prioritize key issues identified during the KIT interview process.

Task 4: During task 4 of the process, Cipher would deliver a “net assessment” or survey of the client’s current competitive intelligence capabilities collection, reporting and analysis. This assessment will be made by interviewing selected individuals who are currently collecting, reporting and/or analyzing intelligence at the client site (on a full time or a part time basis). They will also provide the client with an assessment of the effectiveness of the current intelligence deliverable(s) in the organization.

Task 5: At this point of the plan, client’s senior management reviews the work completed, and prioritizes the KITs developed during Phase II on the basis of selected client criteria. The initial scope of the pilot project is defined and an action plan is formulated for carrying out the project selected KIT during the implementation phase of the rollout plan.

Task 6: This task will be devoted to finalizing the appropriate configuration and design of client’s CI system. Final recommendations would be made on the basis of information collected during task 3 and 4 of the assessment process. The results of task 3 assessment would also be used to finalize the CI workflow that will best fit client’s current intelligence needs.

E.5.3. Knowledge.Works Maintenance Services

CIP-KWM-01 Yearly Maintenance Services -----18%/Site/License

Yearly maintenance is available from Cipher Systems at a cost of 18% of the total software licenses and is billed annually in advance.

This maintenance contract covers the following:

- Any Knowledge.Works upgrades released during the maintenance period.
- A priority problem response- We have a 24 hr response turn-around time and warrant a 48 hour turn around time.
- Remote technical assistance/ advice on integration issues and custom design changes.
- Help desk support for end-users on product use

For clients with an active maintenance contract Cipher Systems retains a template copy of the client server version of Knowledge.Works. We will make any design changes that fall within the contract and update the client via replication or overnight CD. The local template copy will be available to our technical support and help desks so that they will have a matching view and version with users and technical staff at the client site.

NOTICE

This maintenance contract does not extend to include:

- Database integration with client unique databases.
- Creation of new modules not part of the Knowledge.Works design
- Work linking electronic mail systems to Knowledge.Works
- Migration of legacy Competitive Intelligence databases into Knowledge.Works.

Cipher provides professional services for these specific maintenance issues by the day or hour depending on the existing agreement between the client and Cipher.

E.6. Professional Information Technology Services By Task

E.6.1. Data Conversion

Developments in the field of computer technology create constant changes in all aspects of the industry. These technology advances and implementations can result in the potential of losing the capacity to access previously available data/file structures and their content. The critical challenge is always compatibility - converting valuable data from the "old" system into the "new" system. Cipher Systems and its staff have detailed expertise regarding operating systems and file formats. This gives Cipher Systems a unique insight and ability to facilitate the conversion of data between various platforms, file formats, and audio/video media standards. Successful implementation of a web site requires the availability of content from different sources. A Cipher Systems consultant will assess the media/data type and then design and implement a data conversion schema which will convert the data into a format suitable for a given application.

CIP-DCT-01 Data Conversion Task- Basic-----\$4,220/Conversion

This effort focuses on the creation, development and validation of the code for a data conversion and is assumed to take one professional less than a week to do. The labor effort for the actual processing of data related to this conversion is not included in this task.

CIP-DCT-02 Data Conversion Task- Medium-----\$9,457/Conversion

Same principals apply as in DCT-01; however the level of effort is greater. This effort focuses on the creation, development and validation of the code for a data conversion and is assumed to take one professional less than two week to do. The labor effort for the actual processing of data related to this conversion is not included in this task.

CIP-DCT-03 Data Conversion Task - Advance-----\$6,873/Conversion

Same principals apply as in DCT-01; however the level of effort is much greater. This effort focuses on the creation, development and validation of the code for a data conversion and is assumed to take one professional less than a month to do. The labor effort for the actual processing of data related to this conversion is not included in this task.

E.6.2. Plug-ins, Filters, and Extensions [PFE]

A *plug-in* is generally a software module that can be added to a program to *enhance* its functionality. Various classes of software can incorporate plug-ins. Plug-ins can be found for image editing software, illustration development, page layout, and many others applications. Plug-ins are almost always developed by a third party and not the publisher of the software. The purpose of a plug-in is to add functionality and ease of use that is not inherent in the software.

The terms *filter* and *extension* are use in the context of data conversion, graphics software and plug-ins. Filters can also refer to the capture of a subset of a data structure. When the term filter is used in relation to graphics software, it generally refers to a plug-in that produces a *special effect*. The term *extension* refers to the fact that the plug-in *extends* the functionality of the software.

CIP-WET-01 Web Enhancement Tools - Basic----- \$4,220/PFE

This task is for the creation, development and validation of a Plug-in, Filter or Extension [PFE] code. The effort is assumed to take one professional less than a week to do.

CIP-WET-02 Web Enhancement Tools - Medium-----\$8,331/PFE

Same principals apply as in WET-01; however the level of effort is much greater. This effort focuses on the creation, development and validation of the code for a data conversion and is assumed to take one professional less than a month to do.

CIP-WET-03 Web Enhancement Tools - Advance ----- \$16,043/PFE

Same principals apply as in WET-01; however the level of effort is greater. This effort focuses on the creation, development and validation of the code for a data conversion and is assumed to take one professional less than two week to do. The labor effort for the actual processing of data related to this conversion is not included in this task.

F. OTHER PROFESSIONAL SERVICES [MOBIS] [C R499]

N O T I C E

The Service Contract Act does not apply to Management, Organizational and Business Improvement Services [MOBIS]. All Non-Professional Labor Categories must be incidental to and used solely to support Professional Services and **cannot** be purchased separately. Offerors and agencies are advised that the Group R: Professional and Administrative Services offering is **not** to be used as a means to procure services which properly fall under the Brooks Act

F.1. MOBIS Skill Positions

The complete list of Skill Categories and their position descriptions are shown in Appendix C. Professional service rates that are associated with the MOBIS Group follow.

F.1.1. Administrative Support Services

Administrative Support Services [non-exempt personnel] are provided if they directly related to the specific MOBIS project activity but can not be ordered separately.

			Cipher Systems Site GSA Rate w/IFF		
CLIN	Skill Position	Skill Level	Daily	Monthly	Yearly
Contract Support Services (Category 3)					
CIP-CA-01	Lead Contract Administrator	J	\$107.20	\$95.92	\$78.99
CIP-CA-05	Business Manager	B	\$191.44	\$171.27	\$134.01

When Cipher's staff is working at an ordering activity the utilization rate is adjusted accordingly: Low [LU]-2%, Moderate [MU]-3%, and High [HU]-5%.

			Ordering Activity Site GSA Rate w/IFF		
CLIN	Skill Position	Skill Level	Daily	Monthly	Yearly
Contract Support Services (Category 3)					
CIP-CA-01	Lead Contract Administrator	J	\$105.06	\$93.04	\$75.04
CIP-CA-05	Business Manager	B	\$187.61	\$166.14	\$134.01

F.1.2. MOBIS Professional Services at CIPHER System’s Site

			Cipher Systems Site Rate w/IFF		
CLIN	Skill Position	Skill Level	Daily	Monthly	Yearly
Management Analysis (Category 13)					
CIP-MA-01	Management Analyst, Senior	I	\$117.78	\$105.37	\$86.78
CIP-MA-02	Management Analyst	J	\$110.85	\$99.17	\$81.68
CIP-MA-03	Operation Research Analyst	J	\$110.85	\$99.17	\$81.68
CIP-MA-04	Research Analyst, Senior	K	\$96.99	\$86.78	\$71.47
CIP-MA-05	Research Analyst	L	\$77.54	\$69.38	\$57.13
CIP-MA-08	Lead Intelligence Analyst	D	\$173.20	\$154.96	\$127.62
CIP-MA-09	Senior Intelligence Analyst	E	\$145.49	\$130.17	\$107.20
CIP-MA-10	Intelligence Analyst	F	\$139.55	\$124.86	\$102.82
CIP-MA-11	Intelligence / SIGINT Specialist	H	\$124.71	\$111.58	\$91.88
Program/Project Management (Category 9)					
CIP-PM-01	Program Director	C	\$183.78	\$164.42	\$135.42
CIP-PM-02	Senior Program Manager	D	\$173.20	\$154.96	\$127.62
CIP-PM-03	Program Manager	F	\$134.96	\$120.76	\$94.48
Consulting Services (Category 14)					
CIP-CS-04	Principal Intelligence Consultant I	B	\$197.94	\$177.10	\$145.84
CIP-CS-06	Subject Matter Expert	D	\$173.20	\$154.96	\$127.62
CIP-CS-07	Principal Subject Matter Expert I	B	\$197.94	\$177.10	\$145.84
CIP-CS-08	Principal Subject Matter Expert II	A	\$222.69	\$199.24	\$164.08
CIP-CS-09	Principal Consultant I	B	\$197.94	\$177.10	\$145.84
CIP-CS-10	Principal Consultant II	A	\$222.69	\$199.24	\$164.08

F.1.3. MOBIS Professional Services at the Ordering Activity Site

When Cipher's staff is working at an ordering activity the utilization rate is adjusted accordingly: Low [LU]-2%, Moderate [MU]-3%, and High [HU]-5%.

CLIN	Skill Position	Skill Level	Ordering Activity Site Rate w/IFF		
			Daily	Monthly	Yearly
Management Analysis (Category 13)					
CIP-MA-01	Management Analyst, Senior	I	\$115.43	\$102.21	\$82.44
CIP-MA-02	Management Analyst	J	\$108.63	\$96.20	\$77.60
CIP-MA-03	Operation Research Analyst	J	\$108.63	\$96.20	\$77.60
CIP-MA-04	Research Analyst, Senior	K	\$95.04	\$84.18	\$67.89
CIP-MA-05	Research Analyst	L	\$75.99	\$67.29	\$54.28
CIP-MA-08	Lead Intelligence Analyst	D	\$169.73	\$150.32	\$121.24
CIP-MA-09	Senior Intelligence Analyst	E	\$142.58	\$126.26	\$101.84
CIP-MA-10	Intelligence Analyst	F	\$136.76	\$121.11	\$97.68
CIP-MA-11	Intelligence / SIGINT Specialist	H	\$122.21	\$108.23	\$87.28
Program/Project Management (Category 9)					
CIP-PM-01	Program Director	C	\$180.10	\$159.49	\$128.64
CIP-PM-02	Senior Program Manager	D	\$169.73	\$150.32	\$121.24
CIP-PM-03	Program Manager	F	\$132.26	\$117.13	\$94.48
Consulting Services (Category 14)					
CIP-CS-04	Principal Intelligence Consultant I	B	\$193.98	\$171.79	\$138.55
CIP-CS-06	Subject Matter Expert	D	\$169.73	\$150.32	\$121.24
CIP-CS-07	Principal Subject Matter Expert I	B	\$193.98	\$171.79	\$138.55
CIP-CS-08	Principal Subject Matter Expert II	A	\$218.24	\$193.27	\$155.88
CIP-CS-09	Principal Consultant I	B	\$193.98	\$171.79	\$138.55
CIP-CS-10	Principal Consultant II	A	\$218.24	\$193.27	\$155.88

G. OTHER ADMINISTRATIVE SUPPORT SERVICES [OASS] [SIN C R699B]

Cipher Systems is offering under Group R, Document and Records Management Services. This service assists the Ordering Activity in capturing content for information dissemination through electronic means. This program will provide an array of services that encompass the document production and conversion needs of the Federal Government. There are several Special Item Numbers [SIN] available under this OASS offering [C R699B]. Cipher Systems is offering those below as marked. The rest of the list is for completeness only. Other OASS Services can be provided through the GSA Contractor Teaming Arrangements approved by the Ordering Activity.

Service Description		Corporate Schedule SIN	Schedule 36 IV SIN	Schedule 67 II/III SIN
Group R -- Other Administrative Support Services [OASS]				
☛	Needs Assessment and Analysis Services	C R699B	51-501	
☛	Education and Training [Non-IT Training]	C 3610	51-504	
☛	Records Management Services	C R699B	51-504	
☛	• File Organization and File Maintenance Services	C R699B	51-504a	
☛	• Storage Services	C R699B	51-504b	
☛	Document Production Services (On Site and Off Site)	C R699B	51-505	
☛	Document Conversion Services	C R699B	51-506	
	Destruction Services	C3615	51-507	
☛	Litigation Support Services	C R699B	51-508	
	Multimedia Duplication and Conversion Services	C R699B		262-52
☛	Film Processing Services	C R010	51-506	

G.1. Cipher Systems Document Conversion and Imaging Solutions

Cipher Systems provides services to control huge amounts of unstructured content into manageable levels. Service enables agencies to capture the true value of their enterprise content that source is other agencies, the public, government contractors, or the general public networks. The process transforms raw, unstructured content into relevant, actionable information.

Cipher Systems provides online storage and data management solutions to store, retrieve, manage and access data efficiently over any network architecture, including the Web, LANs and SANs. Core capabilities include:

Capture Documents and Data	For efficient scanning, accurate image cleanup and automated indexing
Forms Processing	Automation of data entry through OCR
Web Publishing	Easily and quickly publish paper-based content to the Web
Email Management	Manage the increasing volume of data generated by messaging systems
Storage Solutions	Optimize storage capacity while providing immediate access to ALL of your information, regardless of its location

Technical services, as it relates to Document and Records Management, include expertise in the installation, configuration and customization of imaging technologies. They evaluate and select the appropriate technologies and solutions based on client requirements including both hardware and software. In addition, they evaluate methodologies and perform the integration of imaging systems with legacy applications and provide services for both Digital Library and Computer Output to Laser Disk (COLD) environments. The complete set of labor categories are found in Appendix C. A transaction fee per document process is one of the pricing methodologies offered and shown later in this appendix.

G.1.1. Imaging Acceptance Corporation Solutions

Analogous to reselling Information Technology products and services from approved manufacturers and service providers, Cipher Systems has partnered with Imaging Acceptance Corporation [IAC] to offer Group R699B type services. IAC's core business is helping clients access documents electronically using standard technologies. Despite the prevalence of computerized information systems, governments and industries continue creating billions of pages of paper and microform information each year. That trend is not slowing down. As demands for information access and rapid retrieval systems grow with the wide acceptance of Internet and Intranet technologies, organizations face new challenges in ensuring that they can manage their information content affordably. IAC has a unique set of resources, specifically targeted at the economics of scalability, open standards and high-availability. Cipher Systems/IAC services are in the following areas

- Electronic Content Loading
- Image-Based Hosting, Co-Location & Remote Indexing
- System Design and Prototyping

G.1.1.1. Electronic Content Loading

IAC has capacity to load very high volumes of conventional paper and microform documents to electronic media reliably and economically. With the capacity to handle burst mode rates in excess of a million pages a day, we can convert large, complex document collections to search engine-friendly formats with unprecedented speed. Whether bound for a agency's Intranet or Extranet, or a traditional document management system, IAC's rapid processing capability and industry-leading affordability offers cost effective means for providing electronic information management. Even with the advanced state of intelligent character, forms and pattern recognition, there is still a large demand for creation of search indexes with manual data entry and review -- especially for those situations where index criteria are not present on a given document. IAC's large, experienced staff has indexed hundreds of millions of records accurately and affordably. Their intelligent, automated tools adapt to any indexing job and allow for high degrees of security, management supervision and throughput.

G.1.1.2. Image-Based Hosting, Co-Location & Remote Indexing

Not all documents are long-lived. Not all agencies can, need or want to support document access capabilities in-house. And many agencies require access to their documents online while the paper or microform originals are off site being imaged. For those clients, Cipher Systems through its reseller provisions with Cipher Systems/IAC can provide image-based hosting and co-location services for document management.

This IAC expertise in managing image-based document collections allows Cipher Systems/IAC as a team to provide a full spectrum of hosting services: from just managing the image array - to full site and retrieval system management. IAC has been the outsourcing partner of choice for image databases in excess of 6 terabytes of compressed data. With redundancy from the telecom level through IAC's standby power systems, they have the capacity to keep the Agency online without interruption. Additional tools are available for clients to develop image index data remotely through IAC's codingroom.com portal. This rich set of remote, web-based data indexing tools can custom-tailor capabilities for clients with specialized index-building requirements.

G.1.1.3. System Design and Prototyping

Although bringing tens or hundreds of millions of documents online is never an inexpensive proposition, it can be less expensive than doing nothing. The costs of storing and managing paper are serious budget items themselves. Knowing all the capital, staff and operational metrics of an electronic imaging and content development project gives the ordering agencies a head start in accurately forecasting true total cost of ownership. From hardware selection, image capture, automated and manual indexing requirements, to retrieval and maintenance, Cipher Systems/IAC provides a unique, neutral, economics-focused resource for prototyping both technical and workflow issues.

G.2. Document Capture Pricing Matrix

Each conversion project represents a wide variation of Document Capture, Storage, and Retrieval and Storage pricing parameters. These parameters determine the ultimate cost of the document capture

project. The table below serves only as a baseline effort of establishing a per page cost. Cipher Systems would be required to submit a response to an agency's Statement of Work to further refine the Project Cost Breakdown. The agency would receive Cipher Systems' most favored pricing and consistent to GSA's approved guidelines. A sample pricelist is shown on the next page.

LEVEL	1	2	3	4	5	6	7	8	9	10	11
DPI	200	200	200	300	200	300	300	300	200	300	HTML
Full Text OCR	NO	NO	YES	NO	YES	NO	YES	YES	YES	YES	YES
Page Verification	NO	YES	NO	NO	YES	YES	NO	YES	YES	YES	YES
OCR Clean Up	NO	YES	YES	YES							
< 50,000 Images	\$0.2222	\$0.2489	\$0.2311	\$0.2400	\$0.2578	\$0.2667	\$0.2489	\$0.2756	\$2.1156	\$2.1422	\$7.1733
> 50,000 Images	\$0.1956	\$0.2133	\$0.1956	\$0.2133	\$0.2222	\$0.2400	\$0.2222	\$0.2489	\$1.9822	\$2.0178	\$6.7378
> 100,000 Images	\$0.1778	\$0.1956	\$0.1778	\$0.2044	\$0.2044	\$0.2222	\$0.2044	\$0.2311	\$1.9111	\$1.9556	\$6.4711
> 250,000 Images	\$0.1600	\$0.1778	\$0.1689	\$0.1867	\$0.1867	\$0.2044	\$0.1956	\$0.2133	\$1.8489	\$1.8844	\$6.2578
> 500,000 Images	\$0.1600	\$0.1689	\$0.1600	\$0.1867	\$0.1778	\$0.1956	\$0.1867	\$0.2044	\$1.7956	\$1.8311	\$6.0622
> 1,000,000 Images	\$0.1511	\$0.1689	\$0.1600	\$0.1778	\$0.1689	\$0.1956	\$0.1867	\$0.1956	\$1.7422	\$1.7689	\$5.8844
> 2,500,000 Images	\$0.1422	\$0.1600	\$0.1511	\$0.1511	\$0.1689	\$0.1689	\$0.1600	\$0.1778	\$1.6889	\$1.7067	\$5.6800
> 5,000,000 Images	\$0.1244	\$0.1422	\$0.1333	\$0.1422	\$0.1511	\$0.1600	\$0.1422	\$0.1600	\$1.6267	\$1.6533	\$5.5111

Assumptions:	Options
<p>All prices shown above are on a per image basis Document quality is Average 25% of Documents are Duplex Average number of pages per document is 10 Indexing consists of 4 fields totaling 38 characters Customer is responsible for shipping documents Bar coded document separator sheets will be used</p>	<p>Forms processing will be quoted on a job by job basis Document storage will be quoted on a job by job basis Document destruction will be quoted on a job by job basis</p>

G.3. Multimedia Design and Production Studio – PGM Creative, Inc.

Cipher Systems is an Authorized Value-Added Reseller of PGM Creative services. PGM Creative is a leading provider of interactive media technologies. As a full-service multimedia design and production studio, Cipher Systems/PGM combines CD-ROM, DVD, Print, Video and Web technologies into integrated marketing and training products.

General Services:

The product offering is to apply new media technology to forward the Ordering Activity's identity, decrease agency's training costs and improve communication within the agency or to the general public. The aim is to meet specific client needs by producing measurable results for sales and marketing, training and integrated knowledge management.

Sales and Marketing

Achieving a competitive advantage in today's interactive world requires the integration of the agency's message with new media technologies. By assessing the agency's needs, Cipher Systems/PGM can provide an innovative solution to reach the intended audience.

Training and Development

Well-designed and fully integrated training and development programs are keyed to an effective organization. Whether the agency is developing a new training program or converting an existing one to new media, Cipher Systems/PGM can help address the personnel development challenges with creative technology-based solutions. From needs assessment and instructional design to content creation and final product testing, Cipher Systems/PGM can handle the project from start to finish.

Integrated Knowledge Management

Trying to keep the agency well informed in today's fast-paced, information society can seem overwhelming. Cipher Systems/PGM can help develop a central, electronic resource center for integrated knowledge management, allowing a more effective means of information transfer within your organization.

Media Formats:

Cipher Systems/PGM doesn't try to sell the agency a preconceived service or product. Media offered is broad: CD-ROM, DVD, Video and WEB. Based on the agency's need, a recommendation which become the best delivery format for the agency's particular needs is proposed. Regardless of the format, the right mix of interactive components is created for the media content of a given project.

Media	Feature	Application	
CD-ROM	Enhance your content through the use of interactive multimedia. Our technical expertise allows us to take this medium to its highest level of performance	Sales & Marketing Training & Development Digital Business Cards	Web Hybrids Kiosks
DVD	Keep up with the evolution of digital formatting with this high-quality medium, which offers full-screen, full-motion video with interactive navigation.	DVD Authoring CD-ROM Conversion Web DVD	Plasma Displays Video Walls Kiosks
PRINT	Our graphic design team of experienced professionals offers fast and affordable solutions to your print needs.	Brochures Ads Logos	Corporate ID Packages Direct Mail
VIDEO	Use this dependable medium for a dynamic presentation. Choose from a number of formatting options.	Motion Graphics Video Production Video Editing Video Compression	AVI & Quicktime On-Site Video Shoots Professional Voice-overs Quicktime VR
SKINS	We have several pre-designed interfaces to serve as CD-ROM shells for your videos. The best approach is to check out the pre-existing interface designs on the WEB.		
WEB	Whatever the purpose of the site--sales and marketing, training, corporate communication or identity reinforcement--our innovative design team strives to create a unique Web presence for each client.	E-Commerce Video Editing Online Training Web Site Hosting	Database Development Flash & Shockwave Streaming Audio & Video HTML, JavaScript, CSS, ASP, PHP, Perl

G.3.1. Multi-Media Design Services (SIN C R422 and C R699B)

CIP-MMD-01 Technology Director, Creative Services ----- \$2,265/day

Consultant will oversee all technology initiatives supporting client's end-to-end web solutions. Consultant's responsibilities will include directing front-end and back-end web development, client network engineering and consulting, information technology analysts and consultants, as well as video hosting and asset management.

Qualifications: Requires BSCS (or related--advanced degree preferred), as well as familiarity with web technologies for front-end and back-end development, i.e., HTML, XML, DHTML, JavaScript, ASP, SQL server, Windows NT, in a cross-browser environment. Consultant will have at least 2 years' experience interfacing with clients on complex technology solutions; 8-10 years in software development; and 2-3 years managing web development.

CIP-MMD-02 Multi-Media Content -- Senior Producer -----2,058/day

At initiation of project, consultant will lead and help develop strategic plans for product lines, manage assigned producers and assume full Project accountability. Consultant will oversee content, look, artistic content, playability, schedules and budgets for all products. Will also drive/enhance the product development process and establish/maintain the creative direction for the product line. The product line will be defined by the client and can include only Federal document images freely accessible to the American Public.

Qualifications: This key position requires a proven ability to conceive and drive successful, leading-edge product and product line development. Must also possess strong management skills (especially in product planning), awareness of industry trends as well as exceptional communication and interpersonal skills.

CIP-MMD-03 Multi-Media Content -- Multimedia Designer ----- \$1,823/day

Consultant will apply knowledge of interactive multimedia and web development in the design and development of interactive projects including web, product demos and presentations. As a key player on the web development team, will help develop and implement client's multi-media web solutions.

Qualifications: Requires strong creative and graphic design skills with a demonstrated talent for solving color, font and user interface challenges. Must also have expert knowledge of Flash, Dreamweaver, DHTML, Fireworks and PhotoShop in a cross-browser environment, as well as a Bachelor's degree in related field or equivalent experience.

CIP-MMD-04 Multi-Media Content -- Production Designer ----- \$1,823/day

The individual will be responsible for producing, processing and converting image and multimedia files according to the specific parameters developed by the creative leader. Consultant will also ensure that all work is implemented to an agreed upon video quality standard.

Qualifications: Requires advanced knowledge of web art production software (PhotoShop, Illustrator, Fireworks, DeBabelizer, Dreamweaver, Flash). Must also have an AA degree in Applied Arts (or related subject), 3-5 years of relevant experience or equivalent combination of education and experience.

CIP-MMD-05 Multi-Media Content -- Video Production Manager----- \$2,058 day

In supporting a video production function or developing the department, the consultant serves in a short-term capacity and will function as the primary videographer, producer and editor. This role may continue until such skills can be transferred to an on-site staff member.

Qualifications: Consultant has at least 5 years experience producing videos with hands-on experience in all aspects of remote and studio shoots (including multi-camera and, ideally, green screen experience). The individual must also be able to handle multiple projects simultaneously; schedule/manage outside resources; and freely support collaborative federal projects. Outstanding production, director and, especially, video graphic skills are essential. Web experience highly desired.

CIP-MMD-06 Multi-Media Content -- Lead Digital Artist ----- \$1,535/day

As part of the web development team, individual will collaborate on and implement creative concepts and designs for client projects. Consultant will include recommending and implementing theme, composition, layout, design and color. Will also work with the technical department and production staff to ensure all work meets technical specifications and Video standards.

Qualifications: Requires a Bachelor's degree in Fine Arts (or related) and 3-5 years' experience. Must also have a high degree of creativity; excellent graphic designer skills; knowledge of interactive multimedia and web development; and advanced working knowledge of design and production software (PhotoShop, Illustrator, Fireworks). Experience with HTML and Dreamweaver is highly desirable.

H. GROUP U – TRAINING

H.1. Information Technology Classroom Training (SIN C U012/U099)

Class Schedule: Classroom schedules are mostly organized and planned according to the Ordering Activity's needs and requirements. Registration can be made either by e-mail, phone or fax. The student should register as far in advance as possible. Seat placement is limited to the facilities available at the class site.

Class Cancellation: Cancellation may be made without penalty by notifying Cipher Systems five business days prior to the first day of class. Training expenses aside for the class itself are billable items. For example, remote [to Cipher Systems] locations will require travel preparation and in some cases prepaid expenses; i.e., classroom material shipped to location, transportation prepaid flights etc. In case of cancellation, these costs will be charged back to the Ordering Activity at cost.

Class Rescheduling: A class may be rescheduled at no charge by notifying Cipher Systems five business days prior to the first day of class.

Class Size and Location: The size of the class is between three to ten students. The classroom is located either at 2200 Defense Highway, Suite 400 Croton, Maryland 21114 or at an Ordering Activity site. The Ordering Activity site must have prior approval from Cipher Systems and must be suitably equipped to accommodate the students and the course work.

Student No Shows: A student, who does not show, has not canceled, or attended few classes will be charged the full course fee.

Format and Content: Cipher Systems will provide written materials (i.e., manuals, handbooks, texts, etc.) normally provided with course offerings. Such documentation will become the property of the student upon completion of the training class. For hands-on training courses, there must be a one-to-one assignment of computer workstations to students. Cipher Systems will provide each student with a Certificate of Training at the completion of each training course.

Course Prerequisites: Cipher Systems recognizes that a Federal employee's academic background, information technology awareness and job experiences are widely varied; thus Cipher Systems recommends that the Ordering Activity/student contact the instructor as soon as possible to determine the skill level required for the course and the suitability of the course for a given individual. There are courses which depended on the completion of a previous one. These have a numbering sequence such as I, II, and III or have a references such as Entry, Intermediate, or Advanced. The student's current technical background will determine which course is appropriate.

Group Discounts

One class of ten students: 10% of student rate.

Three classes within a month: 20% of student rate.

H.2. Training Category: Competitive Intelligence/Knowledge Management

These courses provide the information and exercises needed to build an effective and cost-efficient corporate competitive intelligence capability. Courses are taught by leading CI professionals in your company or over the Internet. The following topics make up this series:

- Collection
- Analysis
- Using CI Technologies
- Protecting Your Competitive Advantage
- CI Background / Executive Overview
- Ethics and Procedures
- Management Analysis

CIP-CIC-01 CI Collection: Information Gathering Techniques

This course provides theory, application, and exercises covering time-tested best-of-practice CI information-gathering techniques. Sources, network, protocols, and interviewing to collect new information in support of CI are covered. Particular focus is placed on the difficult problem of collecting information from your own people — one of your most valuable information resources. Those who will take charge of collecting primary and secondary source materials for CI creation should attend this course.

1 day.....\$516/student

CIP-CIC-02 CI Analysis

Once you gather the information, learn what to do with it in this first of a two-part series on CI analytical techniques. In this course you will learn to analyze competitive threats, examine the operations of your competitors, and use Harvard Business School case studies to develop analytic frameworks appropriate to specific competitive challenges. Practice selecting techniques from most the common Key Intelligence Topics. This course is designed for full-time CI practitioners, most importantly those who are involved in analysis, as well as CI managers who double as analysts and collectors.

2 days.....\$1,406/student

CIP-CIC-03 Using CI Technologies

This course provides a comprehensive introduction to cloaking, a counterintelligence tactic focused on protecting against competitors' intelligence-gathering efforts. Concepts are illustrated through practical case study exercises. Appropriate for anyone involved in corporate information management. This course is especially beneficial for managers interested in cost-effective methods for increasing competitiveness. This is a web-based, e-learning style course.

2 days..... \$703/student

CIP-CIC-04 Using CI Technologies Lab

This course is a practice hands-on with technology tools and applications that are designed from the ground up for CI professionals. Used as an introduction to CI and applications supporting it. Full-time CI practitioners, their user base and executives can benefit from a deeper understanding of software applications supporting CI.

½ day.....\$516/student

CIP-CIC-05 Protecting your Competitive Advantage

This course provides a comprehensive introduction to cloaking, a counterintelligence tactic focused on protecting against competitors' intelligence-gathering efforts. Concepts are illustrated through practical case study exercises. Appropriate for anyone involved in corporate information management. This course is divided into eight modules, including this introduction. Each module includes a case study exercise, as well as a short quiz after most topics

- Module 1** Covers the basics of protecting your company's competitive advantage ("cloaking"), including a discussion of legal issues, costs and benefits, and the perils of too much cloaking.
 - Module 2** Presents the main steps you will need to take to get your cloaking program off the ground, from selling the idea to management to the relationships between cloaking and other functions.
 - Module 3** Addresses the key question of identifying the information you need to protect, including specific criteria and procedures for identification.
 - Module 4** Gives an overview of how cloaking works, including the importance of instilling a cloaking attitude in your organization, and an introduction to a three-step methodology for running a cloaking program.
 - Module 5** Looks in detail at the first step – What to Do. Topics include controlling critical information and watching for sources of CI on your firm.
 - Module 6** Covers the second step – How to Proceed. We will look at a series of relatively simple cloaking measures, and some areas where attention to detail is critical.
 - Module 7** Discusses the third step – Where to Act. This module focuses on making key data harder to acquire, and looks at how to deal with information leakage from senior management.
 - Module 8** Covers long-term behavior as a cloaked competitor – how you will use your cloaked status for competitive advantage, and how you can maintain cloaked status once your competitors realize what you are doing
- Cloaking, that is protecting your competitively sensitive information from the CI gathering and analytical efforts of competitors, represents the next stage for CI and for CI professionals. While it is a process separate and apart from trade secret protection programs and corporate security, it can and should work with both to produce the greatest degree of protection possible for any enterprise.

This course is especially beneficial for managers interested in cost-effective methods for increasing competitiveness. This is a web-based, e-learning style course.

2 days..... \$703/student

CIP-CIC-06 CI Background / Executive Overview

This course provides a basic introduction to CI: concepts, cases, operations, definitions, expectations, and output. It is designed for the corporate sponsor or executive user of CI.

1 day..... \$609/student

CIP-CIC-07 CI Ethics & Procedures

This course provides definitions, exercises and tests to establish and challenge uniform guidelines for CI corporate wide. The course is designed for the corporate sponsor of CI and/or the CI manager.

1 day..... \$609/student

CIP-CIC-08 CI Management Analysis

Communication, organization, staffing and management of the CI function are covered in theory and cases study work. The course is designed for the corporate sponsor of CI and/or the CI manager.

1 day..... \$703/student

H.3. Training Category: System Design and Development

These courses are structured to assist the technician in the design and configuration of computer systems and basic networks.

CIP-SDC-01 Solutions Design and Construction I

This course is designed to introduce the student to basic design and construction techniques of automated data processing environments. Upon completion of the course, students should be able to design and construct automated data processing solutions consisting of both hardware and software components.

3 days.....\$1,496/student

CIP-SDC-02 Solutions Design and Construction II

This course is designed to augment the student’s baseline knowledge of system design and construction with advanced techniques and procedures. Upon completion of the course, students should be able to design and construct large scale automated data processing solutions consisting of hardware and software configurations across local area networks and wide area networks.

5 days..... \$2,494/student

CIP-SDC-03 Inter-Networking, Principles

Students will learn about the technologies associated with inter-networking. Students will learn the technologies necessary to understand fundamental network architecture and to provide interconnectivity to other networks in disparate environments.

3 days.....\$1768/student

CIP-SDC-04 System Administration

Students will learn the basic skills necessary to begin managing a NetWare network.. Students will learn how to use the NetWare utilities to create a viable network environment for their users.

3 days.....\$1,768/student

CIP-SDC-05 Advanced System Administration

Students will acquire many advanced skills for administering a network. Students will learn how to monitor and manage a network, server, and Directory Services through using appropriate Utility tools.

4 days..... \$2,720/student

CIP-SDC-06 Advanced Network Design, Multi-Platform

This course will instruct the students in the new and updated utilities and features of various network platforms. Students will learn how to install and create a multi-network platform and the use of the individual utilities.

3 days..... \$2,448/student

H.4. Training Category: Software Design, Development and Implementation

These courses are structured to assist in the design, development and implementation of software projects.

CIP-ASD-01 Application Software Development

This course is designed to enhance the basic software application development skills of the student by applying the latest graphical user interface and relational database development techniques and procedures. Upon completion of the course, students should be able to initiate, support, and expand software application development environments

4 days..... \$2,358/student

H.5. Training Category: Advance Application Technology

With the fast pace of the Information Technology industry, many complex applications arise in which formal training is needed. The skills necessary for the trainer are similar. The specific instructions are customized based on the application itself. The students need to cover the basic elements of the application as it relates to implementation at their site. These courses are generic in nature but cover advanced systems such as Mail Systems, Mobile Computing, OLAP, e-Learning, Hosting Services, e-Gov, etc. The term AAT [Advance Application Technology] will be used generically to reference a complex system and/or application.

CIP-AAT-01 Basics & Beyond

This course is designed for users who are new to AAT. Through lecture and hands-on exploration of AAT, students will learn the basic skills needed to use AAT as an environment for sharing and creating information. Course objectives include introduction, basic structure of the application, organizing, navigating, customizing the AAT workspace, using named styles to format documents, securing the AAT workspace and retrieving information.

1 day.....\$516/student

CIP-AAT-02 System Administration

This course provides a solid foundation for the AAT System Administrator. This course is designed for core systems team members, the course moves quickly through every fundamental aspect of setting up, operating, and maintaining Advanced Application Technology on servers and Ordering Activity workstations. Hands-on experience will include planning a multi-server AAT domain, setting up AAT servers and Ordering Activities, how to operate the AAT server console and more.

4 days.....\$2,812/student

CIP-AAT-03 System Administration II

This course provides advanced information for the AAT Administrator responsible for the rollout of AAT in large, multi-domain, multi-AAT named network, and multi-protocol environments. Designed for lead systems team members, the course extends AAT from the workgroup to the enterprise. Upon completion of course student will be able to plan and administer large AAT domains using multi-layer hierarchical certificates, cross certify, configure server statistics, strategies to survive major environment changes and much more.

3 days.....\$2,109/student

CIP-AAT-04 Application Development I

This course provides a solid foundation in AAT System Design for the Application Developer. Learn the basic principles, concepts, and tasks of AAT application development. Attendees will create multi-form, multi-view applications from the ground up, use editable and computed field types to build main document and response document forms that inherit values, apply functions in fields, view columns, window titles, and filter macros.

3 days.....\$2,109/student

CIP-AAT-05 Application Development II

This course provides a detailed study of AAT application design. The depths of the software are explored in an intensive, accelerated workshop environment. Software professionals using AAT to create integrated workflow applications will be challenged by this course. Additional topics include incorporating seamless OLE objects into forms, prompting users for information, looking up data from other databases to build keyword lists and reference fields.

3 days.....\$2,109/student

CIP-AAT-06 AAT Language Fundamentals

This course provides an introduction to the structures and syntax of the AAT language. Using a neutral environment, students will have intensive hands-on practice in using a structured programming language to create simple programs. Topics include creating scripts, displaying program output, creating and using variables and constants and lots more.

3 days.....\$2,109/student

CIP-AAT-07 AAT Mobile / Power User

This course provides lecture and practical applications of using AAT when disconnected from a network. The mobile user will learn everything necessary to select information remotely, connecting to the network, synchronizing data, defining location, replicating mail, and much, much more.

1 day.....\$516/student

CIP-AAT-08 Programmable Modules using the AAT System

This course is an introduction to using a programmable module to transform AAT applications into Internet applications. Student will learn to rapidly develop AAT business applications for secure use on the Internet and Intranets through the Module.

1 day..... \$844/student

CIP-AAT-09 Upgrades and New Techniques using the AAT System

It is assumed that the student has on-hands experience with the use of the AAT application. This course reviews the recent upgrades of the application and highlights new techniques and features of the system. Student will learn to rapidly apply these upgrades into their existing system environments.

2 days.....\$1,687/student

H.6. The e-Learning Program [Group 70, D, R and U]

This Service Group is in support of advanced online learning and distance learning technologies. It provides end-to-end solutions and strategies to the Ordering Activity sectors. The skills necessary to support this effort may include Groups 70, D, and R]. The e-Learning program addresses the soaring demand for web-based learning software, content and services. It is intended to service all aspects of traditional distance learning and the new web-based online learning. Typical learning technologies that Cipher Systems makes available for Ordering Activity to acquire and implement:

- Computer-Based Training
- Courseware Management Systems
- Courseware Delivery Systems
- Distance Learning
- Electronic Performance Support Systems
- Intranet Learning
- Knowledge Management Systems
- Learning Portals
- Student Management Systems
- Training Registration and Testing
- Training Certification Systems
- Web-Based Learning

Cipher Systems can identify the areas of interest and then assist in structuring the task required for these services; thus the Ordering Activity can then implement an e-Learning Program. Below are some of the classroom training courses in support of these efforts.

H.7. Training Category: e-Learning [SIN C U012]

Distant learning is becoming more practical with the advent of emerging advance information technology and equipment.

CIP-ELG-01 Basics & Beyond

This course is designed for users who are new to e-Learning. Through lecture and hands-on exploration of e-Learning techniques, students will learn the basic skills needed to apply e-Learning techniques in the remote environment.

3 day\$1,828/student

CIP-ELG-02 System Implementation

This course provides a solid foundation for the e-Learning Administrator. It is designed for core system team members, the course moves quickly through every fundamental aspect of setting up, operating, and maintaining an e-Learning activity on servers and Ordering Activity workstations.

4 days..... \$2,250/student

CIP-ELG-03 Rapid Deployment

This course provides techniques and approaches to implementing a rapid deployment.

2 days.....\$1,687/student