

**AUTHORIZED FEDERAL SUPPLY SERVICE
INFORMATION TECHNOLOGY SCHEDULE PRICELIST
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY
EQUIPMENT, SOFTWARE AND SERVICES**

Special Item No. 132-51 Information Technology Professional Services

Note: 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.

SIN 132-51 - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES

FPDS Code D301	IT Facility Operation and Maintenance
FPDS Code D302	IT Systems Development Services
FPDS Code D306	IT Systems Analysis Services
FPDS Code D307	Automated Information Systems Design and Integration Services
FPDS Code D308	Programming Services
FPDS Code D308	Millennium Conversion Services (Y2K)
FPDS Code D310	IT Backup and Security Services
FPDS Code D311	IT Data Conversion Services
FPDS Code D313	Computer Aided Design/Computer Aided Manufacturing (CAD/CAM) services
FPDS Code D316	IT Network Management Services
FPDS Code D317	Automated News Services, Data Services, or Other Information Services
FPDS Code D399	Other Information Technology Services, Not Elsewhere Classified

Note 1: 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 2: Offerors and Agencies are advised that the Group 70 – Information Technology 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 3: This solicitation is not intended to solicit for the reselling 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 performed by the publisher or manufacturer or one of their authorized agents.

**Altech Services, Inc.
2501 Liberty Parkway
Suite 200
Midwest City, OK 73110
(405) 733-3084 Voice - (405) 733-2987 FAX
www.altechsvcs.com**

Contract Number: **GS-35F-0022N**

Period Covered by Contract: **October 10,2002 through October 9, 2007**

General Services Administration
Federal Supply Service

Pricelist current through Modification # _____, dated _____.

Products and ordering information in this Authorized FSS Information Technology Schedule Pricelist are also available on the GSA Advantage! System. Agencies can browse GSA Advantage! by accessing the Federal Supply Service's Home Page via the Internet at <http://www.fss.gsa.gov/>

Table of Contents

<i>INFORMATION FOR ORDERING OFFICES APPLICABLE TO ALL SPECIAL ITEM NUMBERS 4</i>	
1. <i>Geographic Scope of Contract:</i> _____	4
2. <i>Contractor's Ordering Address and Payment Information:</i> _____	4
3. <i>LIABILITY FOR INJURY OR DAMAGE</i> _____	5
4. <i>Statistical Data for Government Ordering Office Completion of Standard Form 279:</i> _____	5
5. <i>FOB Destination, Midwest City, OK 73110</i> _____	5
6. <i>DELIVERY SCHEDULE</i> _____	5
7. <i>Discounts:</i> _____	5
8. <i>Trade Agreements Act of 1979, as amended:</i> _____	5
9. <i>Statement Concerning Availability of Export Packing:</i> _____	6
10. <i>Small Requirements:</i> _____	6
11. <i>Maximum Order</i> _____	6
12. <i>USE OF FEDERAL SUPPLY SERVICE INFORMATION TECHNOLOGY SCHEDULE CONTRACTS.</i> _____	6
13. <i>FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS REQUIREMENTS:</i> _____	7
14. <i>SECURITY REQUIREMENTS.</i> _____	8
15. <i>CONTRACT ADMINISTRATION FOR ORDERING OFFICES:</i> _____	8
16. <i>GSA Advantage!</i> _____	8
17. <i>PURCHASE OF OPEN MARKET ITEMS</i> _____	8
18. <i>CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS</i> _____	9
19. <i>OVERSEAS ACTIVITIES</i> _____	9
20. <i>BLANKET PURCHASE AGREEMENTS (BPA's)</i> _____	9
21. <i>CONTRACTOR TEAM ARRANGEMENTS</i> _____	10
22. <i>INSTALLATION, DEINSTALLATION, REINSTALLATION</i> _____	10
23. <i>SECTION 508 COMPLIANCE.</i> _____	10
24. <i>PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES.</i> _____	10
<i>TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51)</i> _____	
1. <i>SCOPE</i> _____	11
2. <i>PERFORMANCE INCENTIVES</i> _____	11
3. <i>ORDERING PROCEDURES FOR SERVICES (REQUIRING A STATEMENT OF WORK)</i> _____	11
4. <i>ORDER</i> _____	13
5. <i>PERFORMANCE OF SERVICES</i> _____	13
6. <i>INSPECTION OF SERVICES</i> _____	13

7. RESPONSIBILITIES OF THE CONTRACTOR	14
8. RESPONSIBILITIES OF THE GOVERNMENT	14
9. INDEPENDENT CONTRACTOR	14
10. ORGANIZATIONAL CONFLICTS OF INTEREST	14
11. INVOICES	14
12. PAYMENTS	14
13. RESUMES	15
14. INCIDENTAL SUPPORT COSTS	15
15. APPROVAL OF SUBCONTRACTS	15
16. DESCRIPTION OF IT SERVICES AND PRICING	15
17. Price List	18
Altech Services Inc. Job Descriptions	19
Altech Services, Inc. Contacts:	63
BEST VALUE BLANKET PURCHASE AGREEMENT FEDERAL SUPPLY SCHEDULE	64
Altech Services, Inc. BLANKET PURCHASE AGREEMENT	65
BASIC GUIDELINES FOR USING "CONTRACTOR TEAM ARRANGEMENTS"	66

**INFORMATION FOR ORDERING OFFICES
APPLICABLE TO ALL SPECIAL ITEM NUMBERS**

SPECIAL NOTICE TO AGENCIES: Small Business Participation

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

For orders exceeding the micro purchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage!™ on-line shopping service (www.fss.gsa.gov). The catalogs/pricelists, GSA Advantage!™ and the Federal Supply Service Home Page (www.fss.gsa.gov) contains information on a broad array of products and services offered by small business concerns.

This information should be used as a tool to assist ordering activities in meeting or exceeding established small business goals. It should also be used as a tool to assist in including small, small disadvantaged, and women-owned small businesses among those considered when selecting pricelists for a best value determination.

For orders exceeding the micro purchase threshold, customers are to give preference to small business concerns when two or more items at the same delivered price will satisfy their requirement.

1. Geographic Scope of Contract:

The scope of this contract is the 48 contiguous states and the District of Columbia.

2. Contractor's Ordering Address and Payment Information:

All orders should be addressed to:

**Altech Services, Inc.
2501 Liberty Parkway
Suite 200
Midwest City, OK 73110**

2a. Contractor's Ordering Address and Payment Information:

Payment by electronic funds transfer (EFT) is the Government's preferred method of payment. However, under certain conditions, the Government may elect to make payment by check. The offeror shall indicate below, the payment (remittance) address to which Government checks should be mailed for payment of proper invoices submitted under a resultant contract.

PAYMENT ADDRESS:

Altech Services, Inc.
c/o Stillwater National Bank
PO Box 1988
Stillwater, OK 74076
Routing # 103101427
Account# 0998738

Contractors are required to accept the Government purchase card for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. Government purchase 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.

The following telephone number(s) can be used by ordering agencies to obtain technical and/or ordering assistance: 405-733-3084 or 972 445-4124

3. LIABILITY FOR INJURY OR DAMAGE

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

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

Block 9: G. Order/Modification Under Federal Schedule

Block 16: Data Universal Numbering System (DUNS) Number: **800191215**

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

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

Block 36: Contractor's Taxpayer Identification Number (TIN): **86-0721328**

4a. CAGE Code: 06TP9

4b. Contractor has registered with the Central Contractor Registration Database.

5. FOB Destination, Midwest City, OK 73110

6. DELIVERY SCHEDULE

6a. TIME OF DELIVERY: The Contractor shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below:

SPECIAL ITEM NUMBER

132-51

DELIVERY TIME (Days ARO)

As Defined by Task Order

6b. URGENT REQUIREMENTS: When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering agency, agencies are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering agency, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

7. Discounts:

Prices shown are NET Prices; Basic Discounts have been deducted.

7a. Prompt Payment: **None**

7b. Quantity: **None**

7c. Dollar Volume: **None**

7d. Government Educational Institutions: **Prices shown are NET prices; Basic discounts have been deducted.**

8. Trade Agreements Act of 1979, as amended:

All items 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.

9. Statement Concerning Availability of Export Packing:

N/A

10. Small Requirements:

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

11. Maximum Order

(All dollar amounts are exclusive of any discount for prompt payment.)

11a. The Maximum Order value for the following Special Item Numbers (SINs) is \$500,000:

Special Item Number 132-51 - Information Technology (IT) Professional Services

12. 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 Numbers (SINs) 132-51, IT Professional Services; refer to the terms and conditions for this SIN.]

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 offices 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 office 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 Government's needs.

12a. Orders placed at or below the micro-purchase threshold. Ordering offices can place orders at or below the micro-purchase threshold with any Federal Supply Schedule Contractor.

12b. 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 offices 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 agency's needs. In selecting the supply or service representing the best value, the ordering office 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.
- 12c. Orders exceeding the maximum order threshold. Each schedule contract has an established maximum order threshold. This threshold represents the point where it is advantageous for the ordering office 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 offices 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 office determines that it is appropriate.

NOTE: For orders exceeding the maximum order threshold, the Contractor 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).

12d. Blanket purchase agreements (BPA's). The establishment of Federal Supply Schedule BPA's is permitted when following the ordering procedures in FAR 8.404. All schedule contracts contain BPA provisions. Ordering offices may use BPA's to establish accounts with Contractors to fill recurring requirements. BPA's should address the frequency of ordering and invoicing, discounts, and delivery locations and times.

12e. Price reductions. In addition to the circumstances outlined in paragraph c, above, there may be instances when ordering offices will find it advantageous to request a price reduction. For example, when the ordering office 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 office 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 agency for a specific order.

12f. Small business. For orders exceeding the micro-purchase threshold, ordering offices should give preference to the items of small business concerns when two or more items at the same delivered price will satisfy the requirement.

12g. Documentation. Orders should be documented, at a minimum, by identifying the Contractor the item was purchased from, the item purchased, and the amount paid. If an agency 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 office shall include an explanation in the file as to why the particular brand name, product, or feature is essential to satisfy the agency's needs.

13. FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS REQUIREMENTS:

Federal departments and agencies 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 offices, shall be responded to promptly by the Contractor.

13.1 **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.

13.2 **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.

14. 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 agency policy; however, the burden of administering the security requirements shall be with the ordering agency. 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.

15. CONTRACT ADMINISTRATION FOR ORDERING OFFICES:

Any ordering office, 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 Government's convenience, and (m) Termination for Cause (See C.1.)

16. GSA Advantage!

GSA Advantage! is 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. The Internet address is <http://www.fss.gsa.gov/>.

17. PURCHASE OF OPEN MARKET ITEMS

NOTE: Open Market Items are also known as incidental items, non-contract items, non-Scheduled items, and items not on a Federal Supply Schedule contract.

For administrative convenience, an ordering office 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 (Part 13, 14, and 15), and small business programs (Part 19));
- (2) The ordering office 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

All clauses applicable to items on the Federal Supply Schedule are included in the order.

18. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS

18a. 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 the Contractor.

18b. The above is not intended to encompass items not currently covered by the GSA Schedule contract.

19. 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:

N/A

Upon request of the Contractor, the Government may provide the Contractor 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 the Contractor's technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this contract.

20. BLANKET PURCHASE AGREEMENTS (BPA's)

Federal Acquisition Regulation (FAR) 13.303-1(a) defines Blanket Purchase Agreements (BPA's) 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:

"BPA's 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.

21. 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, 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.

22. 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 requisitioning 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, de-installation, and reinstallation services under SIN 132-8.

23. 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:

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

24. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES.

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

- (a) A copy of the authorization from the Agency with whom the contractor 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.

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

1. SCOPE

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the Government location, as agreed to by the Contractor and the ordering office.

2. PERFORMANCE INCENTIVES

- a. When using a performance-based statement of work, performance incentives may be agreed upon between the Contractor and the ordering office on individual fixed price orders or Blanket Purchase Agreements, for fixed price tasks, under this contract in accordance with this clause.
- b. The ordering office must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c. To the maximum extent practicable, ordering offices shall consider establishing incentives where performance is critical to the agency's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.
- d. The above procedures do not apply to Time and Material or labor hour orders.

3. ORDERING PROCEDURES FOR SERVICES (REQUIRING A STATEMENT OF WORK)

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 (SIN's) 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).

GSA has determined that the prices for services contained in the contractor's price list applicable to this Schedule are fair and reasonable. However, the ordering office 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 offices 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 the contractors 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 office 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 rates 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 the contractors, if necessary or appropriate, to submit a project plan for performing the task, and information on the contractor's experience and/or past performance performing similar tasks.

(iv) The request shall notify the contractors what basis will be used for selecting the contractor to receive the order. The notice shall include the basis for determining whether the contractors 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. If consideration will be limited to schedule contractors who are small business concerns as permitted by paragraph (2)(i) below, the request shall notify the contractors that will be the case.

(2) Transmit the Request to Contractors:

(i) Based upon an initial evaluation of catalogs and price lists, the ordering office should identify the contractors that appear to offer the best value (considering the scope of services offered, pricing and other factors such as contractors' locations, as appropriate). When buying IT professional services under SIN 132—51 ONLY, the ordering office, at its discretion, may limit consideration to those schedule contractors that are small business concerns. This limitation is not applicable when buying supplies and/or services under other SIN's as well as SIN 132-51. The limitation may only be used when at least three (3) small businesses that appear to offer services that will meet the agency's needs are available, if the order is estimated to exceed the micro-purchase threshold.

(ii) The request should 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. For proposed orders exceeding the maximum order threshold, the request should be provided to additional contractors that offer services that will meet the agency's needs. Ordering offices should strive to minimize the contractors' 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 the Contractor 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 (BPA's) for recurring services is permitted when the procedures outlined herein are followed. All BPA's 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 BPA's, regardless of the size of individual orders, may offer the ordering office the opportunity to secure volume discounts. When establishing BPA's, ordering offices shall—

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

(i) **SINGLE BPA:** Generally, a single BPA should be established when the ordering office 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 BPA's:** When the ordering office determines multiple BPA's are needed to meet its requirements, the ordering office should determine which contractors can meet any technical qualifications before establishing the BPA's. When multiple BPA's are established, the authorized users must follow the procedures in (a)(2)(ii) above and then place the order with the Schedule contractor that represents the best value.

- (2) Review BPA's 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 office 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 office's requirement involves both products as well as executive, administrative and/or professional, services, the ordering office should total the prices for the products and the firm-fixed price for the services and select the contractor that represents the best value. (See FAR 8.404)

The ordering office, at a minimum, should document orders by identifying the contractor 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 agency 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 the contractor that received the order and the rationale for any trade-offs made in making the selection.

Ordering 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 Offices," paragraph #12.

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

6. 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.

7. RESPONSIBILITIES OF THE CONTRACTOR

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

8. RESPONSIBILITIES OF THE GOVERNMENT

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

9. INDEPENDENT CONTRACTOR

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

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

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

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

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

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

11. INVOICES

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

12. PAYMENTS

For firm-fixed price orders the Government 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 (Alternate I (APR 1984)) at FAR 52.232-7 applies to

time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts (FEB 2002) (Alternate II (FEB2002)) at FAR 52.232-7 applies to labor-hour orders placed under this contract.

13. RESUMES

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

14. INCIDENTAL SUPPORT COSTS

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

15. APPROVAL OF SUBCONTRACTS

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

16. DESCRIPTION OF IT SERVICES AND PRICING

Altech Services Inc. can provide a full range of Information Technology services listed below and can also provide contract workers to support existing opportunities.

To order any of the following types of services a "Requirements Document" or "Statement of Work" needs to be provided to determine the cost of the effort involved.

a. IT Management Functions

Altech Services, Inc. can provide operations services and support provided within the IT infrastructure. These tasks include Problem Resolution; Release Management; Electronic Messaging; Desktop Computing; Database Administration; Application support, Server Hardware and Software Support; Webmaster, Remote Processing Support, Data, Voice and Video Communications including Telecommunications Center, Voice Communications Systems, and Video Conferencing.

b. IT Equipment/Infrastructure Planning & Consultation

Altech Services, Inc. can provide the development of short/long range planning, and managing of a sites IT architecture in concert with the goals and requirements of our customers. This consists of operational, systems, and technical architectures creating planning cycles showing migration from baseline year through annual target years to objective year. Our IT resource support includes customer requirements consultation; production of technical proposals; architectural, technical, and administrative review of all IT resources, commercial coordination, troubleshooting, arbitration, and evaluation of new technologies and service providers. The areas of IT resources include, but are not limited to, ADP, telecommunications, audio/visual, and reproduction.

c. Special Projects & Technical Consulting

Special projects & Technical consulting services provide technical guidance and information to both technical and non-technical audiences, reflecting the full range services including, but not limited to: Network operating systems, services network services, Microsoft Exchange, desktop computing, database management, application servers, application programs, web-related services. Technical consulting information provided normally consists of recommendations made on a project basis concerning physical or operational additions or modifications to the existing IT infrastructure or equipment prior to the receipt of funding for implementation

d. IT Services and Support Training

Altech Services, Inc. can provide functional and sustainment training to its customers. Subject matter to be defined by the customer and a class syllabus will be developed to meet the specific customer needs. The coordination of classroom training, registration of students, and the dissemination of class content along with written student critique sheets to evaluate course content and presentation are provided. A report summarizing all class related critiques are captured and update class syllabus are revised to reflect data and references to enhance the training program.

e. Network Operating System Migration

Altech Services, Inc. can develop a migration plan for the next generation of desktop and server networking operating systems for its customers. We act as project lead to coordinate with the customer to implement the approved migration plan. We can provide direct technical support to customers during migrations of network operating system Software and Hardware. We can configure and integrate network devices and equipment to implement networking print devices and network cards install and configure network server operating systems and server-based applications for new, current and legacy systems.

f. Networks

Altech Services, Inc. can provide planning, design, configuration management, administration, network management, network assets management services in association with the operation and management of the Local Area Network (LAN) and Wide Area Network (WAN) networks. Additionally, this function includes the management of sub-net requirements, IP addressing, registration of IP addresses in the Domain Name Services (DNS) Network equipment and infrastructure includes, but is not limited to, cabling, routers, switches, and associated peripheral and monitoring equipment necessary to support the operation of the networks.

g. Server System, Application and Database Administration

Altech Services, Inc. can provide server system, and customer support for servers. System and application administration can include, system maintenance, creation and maintenance of user accounts, monitoring of system utilization and function, creation and assignment of printer definitions for end users, creation and maintenance of global user groups, creation and maintenance of network shared data resources (shares and folders), creation and maintenance of workstation device definitions within the domain, establishing and monitoring of trust relationships, assignment of file, folder, and share access permissions to maintain operating system security, implementation of patches, problem resolution, new technologies, disk management, system backup and recovery, system monitoring, and web server administration.

h. Database Administration, Server Backup and Restoration

Altech Services, Inc. can define or perform backups of all approved servers, housing all applicable databases, applications, and shared files. A retention schedule can be developed for full backup tapes with incremental backups being done on a daily basis and retained until superseded by full backups. The verification that all data on the backup tapes is recoverable can be preformed.

i. Base Telecommunications systems

Altech can provide all personnel, equipment, parts, materials, tools, and services necessary to perform operations and maintenance of the base telecommunications system 24 hours a day, 7 days per week. Specific duties include operations and maintenance on switching system(s), transmission equipment, ancillary equipment, customer premise equipment, inside and outside cable plant functions, and provide recurring support services. Altech also provides hardware and software system upgrades, hardware and software system reconfigurations, enhancement of

services, software substitutions, additional communications equipment or facilities or maintenance services for equipment or facilities acquired through other sources or organic resources, and LAN related equipment and services to support base telecommunications requirements.

17. Price List

	Altech Services Inc,GSA Contract Labor Categories and Rates	ASI Site GSA Labor Rates	Client Site GSA Labor Rates
1			
2	Labor Category		
3			
4			
5	Administrative Analyst	\$19.77	
6	Admin Assisant	\$25.27	
7	Adv. Trainee Elect. Engineer	\$27.42	
8	Analyst		\$41.06
9	Data Transcriber	\$28.63	
10	Database Mgmt Specialist	\$55.20	
11	Data Entry Clerk	\$23.08	
12	Engineer	\$41.70	
13	Information Technology Specialist	\$50.02	
14	Instructor		\$37.90
15	Journeyman Elect. Engineer	\$38.41	
16	Journeyman System Engineer	\$38.48	
17	Jr. Engineer	\$30.40	
18	Jr. Technician	\$28.57	
19	Principal Engineer	\$90.11	
20	Program Director	\$72.95	
21	Program Manager	\$61.22	
22	Program Manager		\$52.33
23	Project Supervisor	\$42.52	
24	Project Supervisor		\$35.49
25	Quality Assurance Specialist	\$50.10	
26	Scientist	\$124.05	
27	Sr. Electronic Engineer	\$47.39	
28	Sr. Engineer	\$44.36	
29	Sr. Hardware Engineer	\$64.09	
30	Sr. Industrial Engineer	\$55.63	
31	Sr. Logistic Analyst	\$34.82	
32	Sr. Principal Systems Engineer	\$101.22	
33	Sr. Scientist	\$128.33	
34	Sr. Software Engineer	\$64.09	
35	Sr. System Administrator	\$34.97	
36	Sr. System Analyst	\$54.84	
37	Sr. System Engineer	\$85.04	
38	Sr. Technician	\$38.17	
39	Subject Matter Expert I	\$104.62	
40	Subject Matter Specialist	\$49.62	
41	Switching System Technician	\$42.43	\$42.43
42	System Administrator	\$23.95	\$23.95
43	System Analyst	\$47.38	
44	Technical Data Specialist	\$30.63	
45	Technical Writer	\$36.15	

46	Technician	\$30.63	
47	Telecomm System Manager	\$41.64	\$41.64
48	Telecomm System Technician	\$33.62	\$33.62

Altech Services Inc. Job Descriptions

Title: Administrative Analyst

SUMMARY

Formulate scope of services for consultants/contractors per proposals for all areas of requirement and Scope of Work documents, and other consultant contracts and agreements, including recording and distribution of all said documents. Review, record, and verify consultant/contractor invoices, including all change orders and amendments, for accuracy, contractual terms, and project funds available prior to obtaining appropriate approval levels for payment. Provide general support to project team to meet logistics, project coordination, proposal/contracts, and construction office management, including budget and expenditures for office supplies and equipment.

Will perform other reasonable duties as assigned. The Company reserves the right to change duties as requirements dictate.

Minimum Education:

Five years experience in related field (longer experience in complex hierarchy advisable). Ability to work in a team, prioritize, organize, gather complex data from numerous sources, analyze and synthesize data, decide upon appropriate actions, manage details, follow-through, work under severe time constraints, meet deadlines, and use a personal computer (Windows NT, Excel, Word, etc.) and various software. Strong professional-level written, verbal and interpersonal communication skills.

Individuals performing at this level of competence may be considered for reclassification to this level.

Title: Administrative Assistant

SUMMARY

Under direct supervision, aids a manager or high-level executive. Duties may include one or more of the following: performs special tasks or studies to improve work flow or simplify reporting procedures; analyzes operating practices of a particular office or department such as record keeping, forms control, performance standards to create new systems or revises established procedures; coordinates collection and preparation of operating reports such as time and attendance records or other statistical records of performance data; prepares reports and recommends solutions of administrative problems. May operate word processing equipment.

Will perform other reasonable related duties as assigned. The Company reserves the right to change duties as requirements dictate.

Minimum Education:

Two or more years of college with 3 years related experience or 6 or more years experience in the same type of position. . Typing skill of 70 wpm or more is desired.

Individuals performing at this level of competence may be considered for reclassification to this level.

Title: Adv. Trainee Electronics Engineer

SUMMARY

Under direct supervision, provides technical support to internal and external customers, assists in product development and engineering techniques to enhance quality and productivity of electronic, telecommunication, and/or computer systems. Performs assigned engineering analysis and design tasks.

Assists in technical tasks in support of installation and maintenance of many Company products and systems. Assignments include determining input/output processes and working parameters for hardware/software compatibility.

Assignments are generally performed at corporate location, but may be performed at customer site as required. May perform product certification tasks and assignments. Helps in the solution of complex problems.

Will perform other reasonable and related duties. The Company reserves the right to change duties as requirements dictate.

Minimum Education:

Associates degree, or equivalent, in Electrical Engineering, Electronic Engineering, Electrical Engineering Technology, or similar technical discipline related to the Company products with 2 or more year's related experience or 6 or more years in the engineering field.

Individuals performing at this level of competence may be considered for reclassification to this level.

Title: Analyst

SUMMARY

Under minimum supervision is responsible for pre-sales and/or post sales support of Company products and systems. Provides technical support in sales presentations and product demonstrations, conducts customer training, and provides solutions to customer application problems. Must be capable of relating the company's products to a particular discipline and giving direction and guidance to customers during the definition and implementation of company products. May be called on to provide technical guidance and direction to lower professionals.

Demonstrates considerable originality and ingenuity to the solution of complex problems. Demonstrates a comprehensive knowledge of principles, theories, and concepts of a discipline specialization. Responsibly exercises a sizable degree of self-direction and decision-making. Interfaces with all areas of the company from manufacturing to accounting. May be an agent and spokesman for the Company in the marketplace.

Will perform other reasonable and related duties. The Company reserves the right to change duties as requirements dictate.

Minimum Education:

Bachelor's degree in computer science, engineering or a discipline related to a Company's product with 6 or more years of related experience.

Individuals performing at this level of competence may be considered for reclassification to this level.

Title: Data Transcriber

SUMMARY

Using established procedures, this series covers positions that involve operating or supervising the operations of keyboard controlled machines (such as card punch machines, paper tape recording machines, magnetic tape, or disc encoders, optical character equipment, and computer controlled data entry, update and remote inquiry devices) to transcribe or verify data in a form that can be used in automated data processing systems. The work requires: (1) skill in operating a typewriter, computer or a modified typewriter style alphabetic and numeric keyboard with acceptable speed and accuracy; and (2) ability to understand and apply machine operating and data transcribing procedures. Data transcribing work that is combined with clerical work is covered by this series unless the clerical work requires specialized experience or training that constitutes the paramount qualification requirement of the position.

Will perform other reasonable and related duties. The Company reserves the right to change duties as requirements dictate.

Minimum Education:

2 or more years of business or similar experience.

Individuals performing at this level of competence may be considered for reclassification to this level.

Title: Data Base Management Specialist

SUMMARY

Under general supervision, develops, implants, troubleshoots and maintains software applications and management information systems used in such areas as Finance, Accounting, Human Resources, Manufacturing, or customer support organizations.

Assignments require the limited use of independent judgment and the application of programming principles, theories and concepts. Work is reviewed for soundness of technical judgment and overall adequacy and accuracy. Contacts are primarily with immediate management and other employees in the department. May interact with employees in other support or system user organizations.

Will perform other reasonable and related duties. The Company reserves the right to change duties as requirements dictate.

Minimum Education:

Bachelor's degree in computer science or management information systems or 8 years of Computer system operation with related database experience.

Individuals performing at this level of competence may be considered for reclassification to this level.

Title: Data Entry Clerk

SUMMARY

Under general supervision performs data entry preparation, inputting data, updating data into spreadsheets, databases and other computer formats. Should gather all available technical data and input it accurately and in an effective manner as defined by the supervisor for each project or contract. Performs special tasks or studies to improve database entry work flow or by simplifying procedures, analyzes data entry practices and forms control.

Will perform other reasonable duties as assigned. The Company reserves the right to change duties as requirements dictate.

Minimum Education:

Two or more years of college with 3 years general office and clerical related experience. Must be proficient with applications like Excel, Lotus, Access, SQL, etc. and have an understanding of database structures and or 6 or more years experience in the same type of position. Typing skill of 70 wpm or more is desired.

Individuals performing at this level of competence may be considered for reclassification to this level.

Title: Engineer

SUMMARY

Under general supervision, performs assignments of some complexity in the development of Company products. Assignment will be in one or more phases of the engineering design cycle for the development of hardware products.

Assignments require the application of sound engineering principles, practices and techniques. Limited independent judgment is required in the solution of engineering problems and adaptation of engineering alternatives. Assignments may include some work that is typical of a higher level engineer. Regularly interacts with other engineers in the same or other departments.

Will perform other reasonable and related duties. The Company reserves the right to change duties as requirements dictate.

Minimum Education:

A Bachelor's degree in engineering with 0-2 years of applicable experience or 8 to 10 years experience in engineering or a technical discipline.

Individuals performing at this level of competence may be considered for reclassification to this level.

Title: Information Technology Specialist

SUMMARY

This position works under immediate supervision and with detailed instructions applies basic skills in the areas of Applications/Programming, Systems Engineering, Network Analysis, IT Analysis and Equipment and Applications Specialty. Requires knowledge or equivalent experience in the field. Also includes positions in the areas of Equipment and Applications that work independently on smaller projects or segments of larger projects. Requires education and some experience in the field.

Knows and applies fundamental concepts, practices, procedures and existing policies and guidelines in specialized area of information technology.

Tasks range from having some variation and difficulty to having moderate variation and difficulty.

Refers questions and problems to higher levels.

Will perform other reasonable related duties as assigned. The Company reserves the right to change duties as requirements dictate.

Minimum Education:

Associate degree in computer science with 2 or more years related experience preferred or 8 years related experience. Must have knowledge of technical or scientific programming languages.

Individuals performing at this level of competence may be considered for reclassification to this level.

Title: Instructor

SUMMARY

Under minimum supervision, designs, develops and evaluates curriculum and individual training course, workshops and specialized training programs for customers in the use of individual or integrated Company software or third party products. An understanding of training products and services such as curriculum, course guides, lab exercises, transparencies, computer assisted instruction programs as well as needs assessment and development process for junior level instructors. Frequently consults with the customer during the development of customer specific training programs, coordination of large training proposals, and evaluation of training delivery systems. An understanding of the customer's operating environment or industry, the ability to communicate technical information through the most effective media, and a high level of understanding of integrated hardware and software systems is necessary. Must be capable of relating the Company's products to a particular industry or workflow and giving training direction and guidance to customers during the definition and implementation phases of projects.

As necessary, participates in the product development process to assess and determine technical characteristics of new technology appropriate for new course content. Classroom instruction typically requires 20% to 35% of time.

Will perform other reasonable and related duties. The Company reserves the right to change duties as requirements dictate.

Minimum Education:

A Bachelor's degree in computer science with 2 years technical training experience or 6 or more years with related technical training and education experience. Course development, training delivery and evaluation, demonstrated computer software and hardware competence, and strong presentation skills preferred.

Individuals performing at this level of competence may be considered for reclassification to this level.

Title: Journeyman Electronic Engineer

SUMMARY

Under general supervision, provides technical support to internal and external customer interfaces directly with product development and develops and refines new engineering techniques to enhance quality and productivity of electronic, telecommunication, and/or computer systems.

Performs standard engineering analysis and design tasks, prepares specifications and designs, and performs tasks of system integration or project management. Assignments may include determining system specifications, input/output processes, and working parameters for hardware/software compatibility. Assignments require finding solutions for problems and adaptation of alternatives. Some assignments may include work that is typical of a higher-level engineer. May be assigned projects, which require the application of standard practices and techniques. Interaction with other professionals in other areas of the Company is often required.

Will perform other reasonable related duties. The Company reserves the right to change duties as requirements dictate.

Minimum Education:

Bachelor's degree in computer science, engineering or a technical discipline with up to 4 years applicable experience or 8 or more years experience working in electronic engineering field.

Individuals performing at this level of competence may be considered for reclassification into this level.

Title: Journeyman. System Engineer

SUMMARY

Under general supervision, performs tasks of system integration or project management, represents the Company in response to customer reported problems. Provides technical support to internal and external customers, interfaces directly with product development and provides solutions to reported problems and answers to questions. Interfaces directly with the customer base or with the regional Company representative who, in turn interfaces with the customer. Communications are performed via the telephone, for the most part, but also in writing (letter, fax and electronic mail). Assignments may include determining and/or developing system specifications, input/output processes, and working parameters for hardware/software compatibility. As a project manager, will be responsible for managing and scheduling of processes to meet internal or contractual commitments. Assignments require finding solutions for problems and adaptation of alternatives. Some assignments may include work that is typical of a higher-level engineer. May be assigned projects, which require the application of standard practices and techniques. Interaction with other professionals in other areas of the Company is often required.

Will perform other reasonable related duties. The Company reserves the right to change duties as requirements dictate.

Minimum Education:

Bachelor's degree in computer science, engineering or a technical discipline with up to 4 years applicable experience or 8 or more years experience working in an information technology or MIS environment in a technical area.

Individuals performing at this level of competence may be considered for reclassification into this level.

Title: Jr. Engineer

SUMMARY

Under general supervision, represents the company in response to customer reported problems. Provides technical support to internal and external customers, interfaces directly with product development and provides solutions to reported problems and answers to questions. Interfaces directly with the customer base or with the regional company representative, who, in turn interfaces with the customer. Communications are performed via the telephone, for the most part, but also in writing (letter, fax and electronic mail). Performs technical tasks in support of installation and maintenance of a subset of company products. Assignments are generally performed at corporate location, but may be performed at customer site, as required. May perform product certification tasks and assignments.

Assignments required the application of standard practices and procedures in analyzing situations or data from which answers can be readily obtained. Limited independent judgment is required in the solution of problems and adaptation of alternatives. Incumbent is expected to have, or rapidly obtain, knowledge of company products and/or procedures. Incumbent is expected to apply basic principles, theories and concepts to the solutions or problems of limited scope. Incumbent will have contact with other technical personnel within the company and customers using the company products.

Will perform other reasonable related duties as assigned. The Company reserves the right to change duties as requirements dictate.

Minimum Education:

One to two years of college or trade school in computer science, engineering or a discipline related to company products, with up to 2 years related experience. Knowledge of computer languages using high level coding relevant to assigned products is necessary.

Individuals performing at this level of competence may be considered for reclassification to this level.

Title: Jr. Technician (Engineering)

SUMMARY

Under direct supervision of the Sr. Technician or Program/Project Manager, this position includes technical positions that require primarily the application of a practical knowledge of: (1) the methods and techniques of engineering or architecture; and (2) the construction, application, properties, operations, and limitations of engineering systems, processes, structures, machinery, devices, and materials.

The positions do not require professional knowledge and abilities for full performance and therefore do not require training in type and scope to that represented by the completion of a professional curriculum leading to a bachelor's degree in engineering or architecture.

The incumbent has the ability to work on assignments that are semi-routine in nature where ability to recognize deviation from accepted practice is required. The incumbent normally receives general instructions on routine work and detailed instructions on new assignments.

Will perform other reasonable related duties as assigned. The Company reserves the right to change duties as requirements dictate.

Minimum Education:

2 years experience in any discipline of engineering technology.

Individuals performing at this level of competence may be considered for reclassification to this level.

Title: Principal Engineer

SUMMARY

Provides expert consultation in one or more areas for the design, development and implementation of technical products and systems. Recognized as technical leader and resource. Responsible for all internal activities and product development. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to top management.

Performs complex on novel assignments, which result in the development of new or improved techniques, procedures, products, equipment and/or engineering methods. Exercises considerable discretion and independent judgment. Recognized by coworkers as a technical leader in a particular field or endeavor. Provides technical guidance to support personnel and lower level engineers. May coordinate the work of a small staff of lower level engineers and technicians. May recommend major technical policies or procedures. On occasion, acts in a liaison capacity with other departments, divisions, product groups and companies.

Will perform other reasonable and related duties. The Company reserves the right to change duties as requirements dictate.

Minimum Education:

Requires a minimum of a bachelor's degree in engineering and may be expected to have a related master's degree with at least 12 years of related experience. License and certification may be required.

Individuals performing at this level of competence may be considered for reclassification to this level.

Title: Program Director

SUMMARY

Under minimum supervision, performs pre-sales and/or post sales support of company products and systems. Provides technical support in sales presentations and product demonstrations, conducts customer training, and provides solutions to customer application problems. Must be capable of relating the company's products to a particular discipline and giving direction and guidance to customers during the definition and implementation of company products. May be called on to provide technical guidance and direction to lower level professionals.

Develops solutions to problems, which requires extensive originality, ingenuity and independent judgment. Applies extensive expertise as a generalist or as a specialist plus has working knowledge of other related disciplines. May act in a liaison capacity with other divisions and companies. May be an agent and spokesman for the company in the marketplace.

Will perform other reasonable and related duties. The Company reserves the right to change duties as requirements dictate.

Minimum Education:

Bachelor's degree in computer science, with 10 or more years related experience to a company system and products or 15 years experience performing related tasks .

Individuals performing at this level of competence may be considered for reclassification to this level.

Title: Program Manager

SUMMARY

Manages one or more groups of employees engaged in product development and support activity such as engineering services, product development, product documentation, certification, customer technical training, pre-sale or post-sale product support, field service engineers, or internal information systems and/or networks.

Receives assignments in the form of objectives and negotiates target dates with high-level management. Responsible for planning, execution, and control of the work tasks assigned to the group(s). Determines and coordinates the assignments of subordinates and provides technical and administrative assistance. Work is reviewed by senior management upon completion for adequacy in meeting objectives.

Frequently interacts with other managers at various management levels to ensure coordination of group's assignments with other related activities. Frequent contact with customers if responsible for pre-sale or post-sale activities.

Responsibilities include the review and evaluation of work performance of subordinates, making recommendations for salary changes, promotions, terminations, and leaves of absence. Implements and administers Company policies and procedures such as performance reviews and affirmative action plans.

Normally, responsible for the work of 4-10 engineering/software professionals. May manage through lower level supervisors.

Will perform other reasonable and related duties. The Company reserves the right to change duties as requirements dictate.

Minimum Education:

6 years 10 years related industry experience.

Individuals performing at this level of competence may be considered for reclassification to this level.

Title: Project Supervisor

SUMMARY

Supervises employees engaged in product development and support activities in areas such as field service engineering, repair center activities, computer operations, electronic test, quality assurance, drafting, etc. The work performed by this group is usually of average complexity.

Assigns and receives assignments in relatively straight forward task oriented terms. Work is reviewed for soundness of judgment and overall quality and efficiency.

Monitors work operations on a daily basis and actively assists, or provides direction to, subordinates as required. Confers with engineering/software personnel and other management within and outside the group to resolve technical problems as necessary. Normally, supervises the work of 5-8 non-exempt (technicians, drafters, field service engineers and programmers). May supervise one or more group leaders. Meets the minimum requirements of executive exemption of the Fair Labor Standards Act by supervising the work of 2 or more non-exempt employees and not spending more than 20% of time doing non-exempt work. Typically reports to a Senior Staff Supervisor or high-level management.

Reviews and evaluates the work performance of subordinates. Recommends and administers salary changes, promotions, hiring, discipline, leaves of absence, and terminations. Implements company policies and procedures such as performance reviews and affirmative action plan.

Will perform other reasonable and related duties. The Company reserves the right to change duties as requirements dictate.

Minimum Education:

Bachelor's degree in a technical discipline or 6 years equivalent in work experience plus a minimum of 3 years of exempt level related work experience.

Individuals performing at this level of competence may be considered for reclassification to this level.

Title: Quality Assurance Specialist

SUMMARY

Works in collaboration with executive level management and senior individual contributors to plan review & conduct Quarterly Plan & Procedures for technical projects or major phases of significant projects. May coordinate efforts of technical support staff in the performance of assigned projects. Assignments will be in one or more phases of the development cycle quality assurance for Company products.

Applies advanced principles, theories, and concepts to highly complex and important problems. Provides studies, evaluations, and recommendations to the solutions of these problems. Contributes to the development of new principles and concepts. Incumbent's opinions regarding industry trends, commercial applications, system proposals, or programming/software development, etc., are expected contributions from this position. Extensive originality, ingenuity, and independent judgement and a considerable degree of independence are expected. Contributions at this level may impact Company as well as industry direction in the areas of design, development and production of software or hardware and computer systems. On occasion, serves as organization consultant and representative on specialized projects or programs. Acts as advisor to top management and customers on advanced technical research and applications.

Minimum Education:

Bachelor's, degree in engineering with 4 years experience or 10 years of industry experience in a related technical discipline

Individuals performing satisfactorily at the level of competence may be considered for reclassification to this level.

Title: Scientist

SUMMARY

Coordinates and manages the activities of a technical group(s) engaged in the development and support of Company products such as product development, product documentation, certification, training, pre-sale and post-sale product support, field service engineering, or management information systems.

Typically manages through subordinate managers the coordination of activities of a section or department with responsibility for results in terms of costs, methods and employees. May be responsible for a functional area and may not have subordinate supervisors. May be responsible for developing organization's schedule and technical requirements.

Receives assignments in the form of objectives and negotiates target dates with management to meet objectives. Ensures that technical and/or administrative activities proceed according to schedule and technical requirements.

Maintains frequent contact with equivalent inter-organizational managers and customer representatives concerning projects making operational decisions, developing schedules, setting task requirements and working contractual clarifications. Responsible for recommending new administrative procedures and technical direction for assigned activities.

Recommends to higher management applicants to be hired, salary changes, promotions, and disciplinary actions. Responsible for administering Company programs and policies, such as, performance reviews and affirmative action plans.

Will perform other reasonable and related duties. The Company reserves the right to change duties as requirements dictate.

Minimum Education:

Bachelor's degree and 10 years related experience or 14 years industry experience with proven past performance.

Individuals performing at this level of competence may be considered for reclassification into this level.

Title: Sr. Electronics Engineer

SUMMARY

Under minimum supervision, provides technical support to internal and external customers, interfaces directly with product development and develops and refines new engineering techniques to enhance quality and productivity of electronic, telecommunication, and/or computer systems. Establishes performance and technical standards. Generates and approves project and testing specifications. Performs complex engineering analysis and design tasks. Prepares specifications and designs, and implements solutions.

Interfaces directly with the customer base or with the regional Company representative who, in turn interfaces with the customer. Performs technical tasks in support of installation and maintenance of many Company products and systems. Assignments include determining input/output processes and working parameters for hardware/software compatibility. Must be capable of relating all Company's and third party products to a particular discipline and giving direction and guidance during the implementation of these products. Participates in technical workshop, training and conducts technical presentations for customers. Assignments are generally performed at corporate location, but may be performed at customer site as required. May perform product certification tasks and assignments.

May be assigned as a technical leader providing day-to-day technical direction to a group of professionals performing support activities in the incumbent's field of expertise. Participates and leads the development of specialized standard practices and procedures utilized in customer support.

Demonstrates considerable originality and ingenuity to the solution of complex problems. Demonstrates a comprehensive knowledge of principles, theories, and concepts of a product specialization. Responsibly exercises a sizeable degree of self-direction and decision-making. Interfaces with development personnel and management.

Will perform other reasonable and related duties. The Company reserves the right to change duties as requirements dictate.

Minimum Education:

Bachelor's degree, or equivalent, in Electrical Engineering, Electronic Engineering, Electrical Engineering Technology, or similar technical discipline related to the Company products with 6 or more year's related experience or 12 or more years in the engineering field.

Individuals performing at this level of competence may be considered for reclassification to this level.

Title: Sr. Engineer

SUMMARY

Under minimum supervision, represents the Company in response to customer reported problems. Provides technical support to internal and external customers, interfaces directly with product development and provides solutions to reported problems and answers to questions. Interfaces directly with the customer base or with the regional Company representative who, in turn interfaces with the customer. Communications are performed via the telephone, for the most part, but also in writing (letter, fax and electronic mail). Performs technical tasks in support of installation and maintenance of many Company products and systems. Assignments include determining input/output processes and working parameters for hardware/software compatibility. Must be capable of relating all Company's and third party products to a particular discipline and giving direction and guidance during the implementation of these products. Participates in technical workshop, training and conducts technical presentations for customers. Assignments are generally performed at corporate location, but may be performed at customer site as required. May perform product certification tasks and assignments.

May be assigned as a technical leader providing day-to-day technical direction to a group of professionals performing support activities in the incumbent's field of expertise. Participates and leads the development of specialized standard practices and procedures utilized in customer support.

Demonstrates considerable originality and ingenuity to the solution of complex problems. Demonstrates a comprehensive knowledge of principles, theories, and concepts of a product specialization. Responsibly exercises a sizeable degree of self-direction and decision-making. Interfaces with development personnel and management.

Will perform other reasonable and related duties. The Company reserves the right to change duties as requirements dictate.

Minimum Education:

Bachelor's degree in, engineering or a technical discipline related to the Company products with 6 or more year's related experience or 12 or more years in the engineering field.

Individuals performing at this level of competence may be considered for reclassification to this level.

Title: Sr. Hardware Engineer

SUMMARY

Under minimum supervision, performs assignments of a highly complex nature in the development of Company products. Designs and develops reliable, cost-effective, products for manufacture and sale to end customers. The hardware designs produced must comply with all relevant standards and be well documented. Assignment will be in one or more phases of the engineering design cycle for the development of hardware products.

Assignments require the application of sound engineering principles, practices and techniques. Independent judgment is required in the solution of engineering problems and adaptation of engineering alternatives. Assignments may include some work that is typical of a higher level engineer. Interacts with other engineers in the same or other departments.

Will perform other reasonable and related duties. The Company reserves the right to change duties as requirements dictate.

Minimum Education:

A Bachelor's degree in engineering with 2 to 4 years of applicable experience or 8 to 10 years experience in engineering or a technical discipline.

Individuals performing at this level of competence may be considered for reclassification to this level.

Title: Sr. Industrial Engineer

SUMMARY

Under minimum supervision, determine the most effective ways for an organization to use the basic factors of production, people, machines, materials, information, and energy to make a product or to provide a service. Bridge between management goals and operational performance being concerned with increasing productivity through the management of people, methods of business organization, and technology.

Develop management control systems to aid in financial planning and cost analysis, design production planning and control systems to coordinate activities and ensure product quality, and design or improve systems for the physical distribution of goods and services

Assignments include determining input/output processes and working parameters for hardware/software compatibility. Must be capable of relating all Company's and third party products to a particular discipline and giving direction and guidance during the implementation of these products. Participates in technical workshop, training and conducts technical presentations for customers. Assignments are generally performed at corporate location, but may be performed at customer site as required.

May be assigned as a technical leader providing day-to-day technical direction to a group of professionals performing support activities in the incumbent's field of expertise. Participates and leads the development of specialized standard practices and procedures utilized in customer support.

Demonstrates considerable originality and ingenuity to the solution of complex problems. Demonstrates a comprehensive knowledge of principles, theories, and concepts of a product specialization. Responsibly exercises a sizeable degree of self-direction and decision-making. Interfaces with development personnel and management.

Will perform other reasonable and related duties. The Company reserves the right to change duties as requirements dictate.

Minimum Education:

Bachelor's degree in, Industrial Engineering or a technical discipline related to the Company products with 6 or more year's related experience or 12 or more years in the Industrial Engineering field.

Individuals performing at this level of competence may be considered for reclassification to this level.

Title: Sr. Logistic Analyst

SUMMARY

Under minimum supervision directs and coordinate program activities designed to provide subcontractors, management, and customers with logistics technology that ensures effective and economical support concerned for servicing of products, systems, or equipment. Develop and implement program activities, coordinate efforts of subcontractors, production departments, and field service personnel, and resolve problems in area of logistics to ensure meeting of contractual commitments.

Develop and initiate preparation of handbooks, bulletins, and information systems to provide and supply logistics support. Compile data on standardization and interchangeability of parts to expedite logistics activities. Determine logistic support sequences and time phasing, problems arising from location of operational area, and other factors, such as environmental and human factors affecting personnel. Perform special research or technical studies critical to logistic support functions. Utilize computer techniques for analysis, simulation or information systems and documentation. Maintain administrative control of on site parts inventory. Purchase parts from various vendors when required. Purchase depot support for repairs when required. Assignments are generally performed at corporate location, but may be performed at customer site as required. May perform product certification tasks and assignments.

Will perform other reasonable and related duties. The Company reserves the right to change duties as requirements dictate.

Minimum Education:

Two years college in administration or equivalent plus two years experience in a related field. Knowledge of inventory control, standard accounting methods and administration procedures. A minimum of five years experience utilizing USAF supply systems and a thorough knowledge of commercial procurement procedures.

Individuals performing at this level of competence may be considered for reclassification to this level.

Title: Sr. Principal System Engineer

SUMMARY

Performs high level tasks in the area of system integration or project management. Determines assignments for system engineering personnel including determining and/or developing system specifications, input/output processes, and working parameters for hardware/software compatibility. As a project manager, will be responsible for managing and scheduling of processes to meet internal or contractual commitments. Assignments require finding solutions to complex problems and adaptation of alternatives. Acts as project lead, sets assignments for work on high-level engineering projects. Reviews assigned projects, which require the interruption sound system engineering practices and techniques. Interaction with other professionals in other areas of the Company is required.

Will perform other reasonable related duties. The Company reserves the right to change duties as requirements dictate.

Minimum Education:

Bachelor's degree in computer science, engineering or a technical discipline with up to 4 years applicable experience or 10 or more years experience working in an information technology or MIS environment in a technical area.

Individuals performing at this level of competence may be considered for reclassification into this level.

Title: Sr. Scientist

SUMMARY

Independently, performs as a recognized technical expert in the area of system integration or project management. Assignments will result in studies, evaluations, and recommendations and solutions to highly complex and important engineering or technical problems. Opinions regarding engineering trends, systems proposals, or technical specifications are highly valued by associates. Extensive originality, ingenuity and independent judgement and a sizable degree of self-direction and decision-making are expected. May act as an official representative of the Company. Usually reports to the CEO or senior executive.

Will perform other reasonable and related duties. The Company reserves the right to change duties as requirements dictate.

Minimum Education:

A Ph.D. in engineering or a related technical discipline with a minimum of 6 years applicable experience or a Master's degree in an engineering or technical discipline with a minimum of 8 years related experience or 15 years of documented past performance in a related field.

Individuals performing at this level of competence may be considered for reclassification to this level.

Title: Sr. Software Engineer

SUMMARY

Under minimum supervision analyzes, designs, develops and maintains software applications and management information systems used in such areas as Engineering, Finance, Accounting, Human Resources, Manufacturing or customer support organizations. Assignments are of project complexity and require the use of independent judgment within the company guidelines, and the application of programming principles, concepts and techniques. Works as project leader or head programmer, reviewing software programs for soundness of technical judgment, timeliness, adequacy, and accuracy.

Regularly interacts with employees and management in own department and other areas of the company. On occasion, may interact with personnel outside the company.

Will perform other reasonable and related duties. The Company reserves the right to change duties as requirements dictate.

Minimum Education:

Bachelor's degree in Computer Science or Management Information Systems related discipline with up to 6 years of applicable experience or 12 years applicable experience in a software development area.

Individuals performing at this level of competence may be considered for reclassification to this level.

Title: Sr. System Administrator

SUMMARY

Under minimum supervision, represents the Company in response to customer reported problems and to situations presented that require diverse and expert knowledge of product. Provides technical support to internal and external customers, interfaces directly with product development and provides solutions to reported problems and to situations presented. Performs technical tasks in support of installation, maintenance and use of Company products. Assignments may include determining and/or developing software specifications, input/output processes and working parameters for hardware/software compatibility. Must be capable of relating all Company's products to a particular discipline and giving direction and guidance during the development and implementation of Company products. May participate in technical workshops, training and conduct technical presentations for customers. Assignments are but may be performed at customer site, as required. Participates in consulting functions and services. Provides technical guidance and direction to lower professionals. May perform product certification assignments.

May be assigned as a technical leader providing day-to-day technical direction to a group of professionals performing support activities in the incumbent's field of expertise. Participates and leads the development of specialized standard practices and procedures utilized in customer support. Assignments require extensive originality, ingenuity and independent judgment to the development solutions to complex problems. Demonstrates a comprehensive knowledge of principles, and concepts of a product specialization.

Applies extensive expertise as a generalist or as a specialist and has a working knowledge of interrelationship or products. Responsibly exercises a sizable degree of self-direction and decision-making.

Will perform other reasonable and related duties. The Company reserves the right to change duties as requirement dictate.

Minimum Education:

Bachelor's degree in computer science, engineering or a discipline related to Company's products, with 8 years related experience or 12 years of on the job experience performing similar tasks.

Individuals performing at this level of competence may be considered for reclassification to this level.

Title: Sr. System Analyst

SUMMARY

Under general supervision analyzes, designs, develops and maintains software applications and management information systems used in such areas as Finance, Accounting, Human Resources, Manufacturing or customer support organizations. Assignments are of moderate complexity and require the use of independent judgment within the company guidelines, and the application of programming principles, concepts and techniques. Work is reviewed for soundness of technical judgment, timeliness, adequacy, and accuracy.

Regularly interacts with employees and management in own department and other areas of the company. On occasion, may interact with personnel outside the company.

Will perform other reasonable and related duties. The Company reserves the right to change duties as requirements dictate.

Minimum Education:

Bachelor's degree in Computer Science or Management Information Systems related discipline with up to 4 years of applicable experience or 10 years applicable experience in a software development area.

Individuals performing at this level of competence may be considered for reclassification to this level.

Title: Sr. System Engineer

SUMMARY

Performs tasks at a high level in the area of system integration or project management, represents the Company in response to customer reported problems. Provides technical support to internal and external customers, interfaces directly with product development and provides solutions to reported problems and answers to questions. Interfaces directly with the customer base or with the regional Company representative who, in turn interfaces with the customer. Communications are performed via the telephone, for the most part, but also in writing (letter, fax and electronic mail). Assignments may include determining and/or developing system specifications, input/output processes, and working parameters for hardware/software compatibility. As a project manager, will be responsible for managing and scheduling of processes to meet internal or contractual commitments. Assignments require finding solutions for problems and adaptation of alternatives. May be assigned projects, which require the application of standard practices and techniques. Interaction with other professionals in other areas of the Company is often required.

Will perform other reasonable related duties. The Company reserves the right to change duties as requirements dictate.

Minimum Education:

Bachelor's degree in computer science, engineering or a technical discipline with 4 years applicable experience or 8 or more years experience working in an information technology or MIS environment in a technical area.

Individuals performing at this level of competence may be considered for reclassification into this level.

Title: Sr. Technician

SUMMARY

This technical position requires primarily application of a practical knowledge of: (1) the methods and techniques of engineering, systems analysis, or architecture; and (2) the construction, application, properties, operations, and limitations of engineering systems, processes, structures, machinery, devices, and materials. The incumbent will provide technical support to internal users, interface occasionally with product development personnel and provide solutions to reported problems and answers to users' questions.

The incumbent has the ability to work on assignments that are complex in nature and requires judgment and initiative in resolving problems and making recommendations. The incumbent has the ability to determine the methods and procedures to use on new assignments and may provide training and guidance to non-exempt personnel. Incumbent manages work of lower graded technicians to insure quality and project completion. Incumbent is expected to work without supervision.

Will perform other reasonable related duties as assigned. The Company reserves the right to change duties as requirements dictate.

Minimum Education:

At least three (3) years college in any discipline relating to engineering technology or the equivalent of eight (8) years experience in a related field.

Individuals performing at this level of competence may be considered for reclassification to this level .

Title: Subject Matter Expert 1

SUMMARY

With minimum supervision, perform special tasks and assignments, which require the regular and consistent use of discretion and judgment. Such duties may include preparation and coordinating special management studies, unit operating practices, and new systems or revisions of established procedures. Coordinates collection and preparation of reports or other statistics. Prepares reports including conclusion and recommendation for solution of administrative problems. May issue and interpret operating procedures. Reviews and answers associated correspondence or business inquiries from designated managers or assigned personnel. May interview job applicants and recommend appropriate action. May act as the Administrative Office Manager of a regional office. Typically reports to high-level of management.

Will perform other reasonable duties as assigned. The Company reserves the right to change duties as requirements dictate.

Minimum Education:

Bachelor's degree preferred with more than 6 years related experience performing administrative duties or 10 years of office experience and must have demonstrated the ability to perform major administrative tasks.

Individuals performing at this level of competence may be considered for reclassification to this level.

Title: Subject Matter Specialist

SUMMARY

Under general supervision, perform special tasks and assignments, which require the regular and consistent (more than 50% of the time) use of discretion and judgment. Such duties may include preparation and coordinating special management studies, unit operating practices, and new systems or revisions of established procedures. Coordinates collection and preparation of reports or other statistics. Prepares reports including conclusion and recommendation for solution of administrative problems. May issue and interpret operating procedures. Reviews and answers associated correspondence or business inquiries from designated managers or assigned personnel. May interview job applicants and recommend appropriate action. May act as the Administrative Office Manager of a regional office. Typically reports to a office manager or high-level of management.

Will perform other reasonable duties as assigned. The Company reserves the right to change duties as requirements dictate.

Minimum Education:

Bachelor's degree preferred with more than 4 years related experience performing administrative duties or 8 years of office experience and must have demonstrated the ability to perform major administrative tasks. Lower level clerical duties may be required and will not constitute more than 20% of the general duties.

Individuals performing at this level of competence may be considered for reclassification to this level.

Title: Switching System Technician

SUMMARY

Maintains the technical aspects of the telephone switching system(s), including system maintenance, data and computer peripheral equipment. Provides technical assistance to technicians performing maintenance and modification to the existing systems.

Duties Include:

- Provide technical and equipment interface with local vendors for cut over of services, restoration and other government leased circuits
- Perform Preventive Maintenance Inspections
- Analyze, through diagnostics, problem areas in telephone system and takes appropriate action to eliminate problems
- Configure software and hardware on digital switching system
- Monitor and maintain technical aspects of operating a digital telephone system
- Provide system analyses for decisions associated with software and hardware configurations of the telephone system(s)
- Ability to effectively communicate with others
- Other duties as assigned

Knowledge, Skills and Abilities:

- Knowledge of digital telecommunications systems
- Knowledge of computer systems
- Knowledge of telecommunications computer software/hardware configuration
- Knowledge of supervisory practices and principles
- Skill in telephone system maintenance procedures
- Skill in networking, trunking and routing
- Good customer service and public contact skills essential

Will perform other reasonable and related duties. The Company reserves the right to change duties as requirements dictate.

Minimum Education:

High School Diploma or equivalent and 3 years hands-on experience in installation, operation and maintenance on the switching systems(s). Completion of appropriate technical training programs and system certification courses.

Individuals performing at this level of competence may be considered for reclassification into this level.

Title: System Administrator

SUMMARY

Under minimum supervision, represents the Company in response to customer reported problems and to situations presented that require diverse and expert knowledge of product. Provides technical support to internal and external customers, interfaces directly with product development and provides solutions to reported problems and to situations presented. Performs technical tasks in support of installation, maintenance and use of Company products. Assignments may include determining and/or developing software specifications, input/output processes and working parameters for hardware/software compatibility. Must be capable of relating all Company's products to a particular discipline and giving direction and guidance during the development and implementation of Company products. May participate in technical workshops, training and conduct technical presentations for customers. Assignments are but may be performed at customer site, as required. Participates in consulting functions and services. Provides technical guidance and direction to lower professionals. May perform product certification assignments.

May be assigned as a technical leader providing day-to-day technical direction to a group of professionals performing support activities in the incumbent's field of expertise. Participates and leads the development of specialized standard practices and procedures utilized in customer support. Assignments require extensive originality, ingenuity and independent judgment to the development solutions to complex problems. Demonstrates a comprehensive knowledge of principles, and concepts of a product specialization.

Applies extensive expertise as a generalist or as a specialist and has a working knowledge of interrelationship or products. Responsibly exercises a sizable degree of self-direction and decision-making.

Will perform other reasonable and related duties. The Company reserves the right to change duties as requirement dictate.

Minimum Education:

Bachelor's degree in computer science, engineering or a discipline related to Company's products, with 4 years related experience or 8 years of on the job experience performing similar tasks.

Individuals performing at this level of competence may be considered for reclassification to this level.

Title: System Analyst

SUMMARY

Under general supervision, performs assignments of moderate complexity in the development of company engineering and software products. Assignments will be in one or more of the following areas: designing and writing compilers, assemblers, user interfaces, databases, graphic tools, network communications and/or application software for engineering, earth sciences, electronic publishing and related markets. May write test plans for certifying new software. May conduct tests on new software.

Assignments require the use of independent judgment and the application of programming/software principles, theories and concepts. Contacts are primarily with immediate supervisor and other professionals in the group. May have interaction with personnel outside of the company.

Will perform other reasonable and related duties. The Company reserves the right to change duties as requirements dictate.

Minimum Education:

Bachelor's degree in Computer Science or related discipline with up to 2 years of applicable experience or 8 years applicable experience in a software development area.

Individuals performing at this level of competence may be considered for reclassification to this level.

Title: Tech Data Specialist

SUMMARY

Under limited supervision, this series covers positions involved in the automated acquisition, storage, manipulation, management, movement, control, display, switching, interchange, transmission, assurance, or reception of information. Information technology employed includes computers, network components, peripheral equipment, software, firmware, services, and related resources.

This series includes but is not limited to work that involves the planning, development, implementation, and administration of systems for the acquisition, storage, and retrieval of data. Prepares field service reports and records as required by standard company field service procedures.

Will perform other reasonable and related duties. The Company reserves the right to change duties as requirements dictate.

Minimum Education:

Education/training in computer systems hardware and software is required with 2 or more years of experience.

Individuals performing at this level of competence may be considered for reclassification to this level.

Title: Technical Writer

SUMMARY

Under general supervision should help create documentation that is complete, accurate, and accessible to the user in style and presentation. Should gather all available technical or contractual information and convey it accurately and in an effective manner as defined by the Sr. Technical Writer for each project or contract.

Writer should demonstrate progress or report regularly, and should meet deadlines or give adequate notice if that is not possible.

The copyrights for material created by salaried (W2) employees belong to the employer.

Will perform other reasonable duties as assigned. The Company reserves the right to change duties as requirements dictate.

Minimum Education:

Two years of college with 2 years of related experience performing technical writing duties or 6 years of related experience performing technical writing duties Must be proficient with automated word processor applications like MS Word, WordPerfect, etc.

Individuals performing at this level of competence may be considered for reclassification to this level.

Title: Technician (Engineering)

SUMMARY

Under limited supervision, this series includes technical positions that require primarily application of a practical knowledge of: (1) the methods and techniques of engineering or architecture; and (2) the construction, application, properties, operations, and limitations of engineering systems, processes, structures, machinery, devices, and materials. The incumbent will provide technical support to internal users, interface occasionally with product development personnel and provide solutions to reported problems and answers to users' questions with little or no assistance from others.

The incumbent has the ability to work on assignments that are moderately complex in nature where judgment is required in resolving problems and making routine recommendations. The incumbent normally receives no instructions on routine work, and general instructions on new assignments. The position does not require professional knowledge as represented by the completion of a professional curriculum leading to a bachelor's degree.

Will perform other reasonable related duties as assigned. The Company reserves the right to change duties as requirements dictate.

Minimum Education:

Two years college related to any discipline relating to engineering technology or the equivalent of 4 years experience in a related field.

Individuals performing at this level of competence may be considered for reclassification to this level.

Title: Telecommunications System Manager

SUMMARY

Administers and manages all technical aspects of the Base Telecommunication Systems (BTS). Supervises and provides technical direction to technicians performing maintenance and modification to the existing systems. Has technical expertise in all phases of the system including design, installation, configuration, modification and maintenance.

Duties Include:

- Primary on-site point of contract for Altech
- Supervise activities of Altech's technicians
- Provide technical advice, direction, and oversight
- Identify and coordinate verbally with the communications-Computer System Officer (CSO) on any scheduled service outages
- Provide technical support for government engineering and installation
- Provide status reports to the Program Manager
- Ability to effectively communicate with others
- Other duties as assigned

Knowledge, Skills and Abilities:

- Knowledge of digital telecommunications systems
- Knowledge of telecommunications computer software/hardware configuration
- Knowledge of supervisory practices and principles
- Good customer service and public contact skills essential

Will perform other reasonable and related duties. The Company reserves the right to change duties as requirements dictate.

Minimum Education:

High School Diploma or equivalent and 3 years hands-on experience in installation, operation and maintenance on the bases switching systems(s), including 2-years in supervisory capacity. Completion of appropriate technical training programs and system certification courses.

Individuals performing at this level of competence may be considered for reclassification into this level.

Title: Telecommunications Systems Technician

SUMMARY

Maintains all aspects of telephone system including but not limited to, wire and cable facilities and equipment, the telephone system and all peripheral equipment.

Duties Include:

- Survey and inspects existing wire and cable equipment
- Responsible for troubleshooting, configuration and repair of voice/data communications equipment
- Maintain facility records of cable equipment
- Design and modifies wire and cable conditions
- Modify records as required to reflect existing conditions
- Install line sets and associated wires and cables
- Install key systems and associated wire and cable
- Install building wire and cable
- Analyze, through diagnosis, problem areas in the telephone system and takes appropriate action to eliminate problems
- Other duties as assigned

Telecommunications technicians work both indoors and outdoors, and have considerable contact with customers. They may work in telephone exchanges, computer and equipment rooms, installation or service depots, or may be required to work in trenches and underground tunnels or at heights on towers and poles.

Knowledge, Skills and Abilities:

- Knowledge of wiring and installation
- Knowledge of a telecommunications system
- Knowledge of data transmission as it pertains to the telephone system
- Skill in maintaining telephone systems
- Good customer service and public contact skills essential

Will perform other reasonable and related duties. The Company reserves the right to change duties as requirements dictate.

Minimum Education:

Premise Equipment Technician will have 2 years experience in premise equipment (transmission equipment, ancillary equipment, auxiliary equipment, customer premise equipment), inside plant cable and outside plant equipment installation, operation and maintenance of the equipment.

**USA COMMITMENT TO PROMOTE
SMALL BUSINESS PARTICIPATION
PROCUREMENT PROGRAMS**

PREAMBLE

Altech Services, Inc. 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.

COMMITMENT

To actively seek and partner with small businesses.

To identify, qualify, mentor and develop small, small disadvantaged and women-owned small businesses by purchasing from these businesses whenever practical.

To develop and promote company policy initiatives that demonstrates our support for awarding contracts and subcontracts to small business concerns.

To undertake significant efforts to determine the potential of small, small disadvantaged and women-owned small business to supply products and services to our company.

To insure procurement opportunities are designed to permit the maximum possible participation of small, small disadvantaged, and women-owned small businesses.

To attend business opportunity workshops, minority business enterprise seminars, trade fairs, procurement conferences, etc., to identify and increase small businesses with whom to partner.

To publicize in our marketing publications our interest in meeting small businesses that may be interested in subcontracting opportunities.

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in Federal Government contracts. To accelerate potential opportunities please contact Altech Services, Inc.

Altech Services, Inc. Contacts:

Arthur Pacione, @ 972-445-4124, apacione@altechsvcs.com, FAX# 972-445-4125 or

James LaCroix, @ 405-733-3084, jlacroix@altechsvcs.com, FAX# 405 733-2987

BPA NUMBER _____

Altech Services, Inc.
BLANKET PURCHASE AGREEMENT

Pursuant to GSA Federal Supply Schedule Contract Number(s) _____, Blanket Purchase Agreements, the Contractor agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH (Ordering Agency):

- (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:

MODEL NUMBER/PART NUMBER	*SPECIAL BPA DISCOUNT/PRICE
_____	_____
_____	_____
_____	_____

- (2) Delivery:

DESTINATION	DELIVERY SCHEDULES / DATES
_____	_____
_____	_____
_____	_____

- (3) The Government 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:

OFFICE	POINT OF CONTACT
_____	_____
_____	_____
_____	_____

- (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 the Contractor's invoice, the provisions of this BPA will take precedence.

**BASIC GUIDELINES FOR USING
“CONTRACTOR TEAM ARRANGEMENTS”**

Federal Supply Schedule Contractors may use “Contractor Team Arrangements” (see FAR 9.6) to provide solutions when responding to a customer agency requirements.

These Team Arrangements can be included under a Blanket Purchase Agreement (BPA). BPA’s are permitted under all Federal Supply Schedule contracts.

Orders under a Team Arrangement are subject to terms and conditions of 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.

Here is a general outline on how it works:

- The customer identifies their requirements.
- Federal Supply Schedule Contractors may individually meet the customer's 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.