

General Services Administration
Federal Supply Service
Authorized Federal Supply Schedule Price List
Multiple Award Schedule
FSG 70
Information Technology Category



Contract Number: GS-35F-0033N
Contract Period: 10/16/2017-10/15/2022
Effective: 07/7/2020 Mod: PS-0171

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

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

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Customer Information

1a. Table of awarded special item number(s)

SIN	Description
33411	Purchasing of New Electronic Equipment
511210	Software Licenses
54151	Software Maintenance Services
54151S	IT Professional Services
811212	Maintenance of Equipment, Repair Services and/or Repair/Spare Parts
OLM	Order Level Materials

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price.

SIN	Part Number	GSA Price
33411	410304501	\$0.33
511210	30-2-Give Monthly	\$3.00
54151	SRV-00015-058	\$4.41
811212	WUPGBPMV7X24-UP-01	\$5.00

1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate "Not applicable" for this item.

Please see page 18 for Labor Category Pricing

Please see page 19 for Descriptions of I.T. Professional Services

2. Maximum order. **\$500,000 for all SINs**

. Minimum order **\$100.00**

4. Geographic coverage (delivery area). **CONUS**

5. Point(s) of production (city, county, and State or foreign country). **Troy, Oakland County, MI**

6. Discount from list prices or statement of net price. **Variable, prices shown are government net with discount deducted and IFF included.**

7. Quantity discounts. **NONE**

8. Prompt payment terms. **Net 30, Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions**

- 9a. Notification that Government purchase cards are accepted at or below the micro- purchase threshold. **YES, Government Purchase Cards are accepted below the micro-purchase threshold.**
- 9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold.
YES, Government Purchase Cards are accepted above the micro-purchase threshold.
10. Foreign items (list items by country of origin). **Please see our Catalog on GSA Advantage.**
- 11a. Time of delivery. **15 Days**
- 11b. Expedited Delivery. **Please contact Contractor**
- 11c. Overnight and 2-day delivery. **Please contact Contractor**
- 11d. Urgent Requirements. **Please contact Contractor**
12. F.O.B. point(s). **FOB Destination**
- 13a. Ordering address(es). **Same as Contractor**
- 13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.
14. Payment address(es) **Same as Contractor**
15. Warranty provision. **Standard Commercial Warranty**
16. Export packing charges, if applicable. **N/A**
17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level). **YES, Government Purchase Cards are accepted above the micro-purchase threshold.**
18. Terms and conditions of rental, maintenance, and repair (if applicable). **N/A**
19. Terms and conditions of installation (if applicable). **N/A**
20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable). **Please see page 12 for Repair Options**
- 20a. Terms and conditions for any other services (if applicable) **N/A**
21. List of service and distribution points (if applicable). **N/A**
22. List of participating dealers (if applicable). **N/A**
23. Preventive maintenance (if applicable). **N/A**
- 24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants). **None**
- 24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g.

contractor's website or other location.) The EIT standards can be found at:
<https://www.section508.gov/> N/A

25. Data Universal Number System (DUNS) number. **003732393**
26. Notification of registration in System for Award management (SAM) database.
Contractor is registered in SAM. Exp: 06/16/2021

Information Technology Category Specific Regulations

1) Organizational Conflicts Of Interest

a) Definitions.

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

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

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

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

2) Services Performed

- a) All services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.
- b) The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- c) The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.

3) **Travel.** Any Contractor travel required in the performance of services must comply with the Pub. L. 47QSMD20R0001 Refresh: 0000 Category: F Information Technology **Page: 6 of 62** 99-234 and FAR Part 31.205-46, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel.

4) Warranty

- a) Unless otherwise specified in this contract, the Contractor's standard commercial warranty as stated in

the contract's commercial pricelist will apply to this contract.

b) The Contractor's commercial guarantee/warranty shall be included in the Commercial Supplier Agreement to include Enterprise User License Agreements or Terms of Service (TOS) agreements, if applicable.

c) Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted items.

Regulation Number	Regulation Title/Comments
52.222-46	EVALUATION OF COMPENSATION FOR PROFESSIONAL EMPLOYEES (FEB 1993)
52.222-48	EXEMPTION FROM APPLICATION OF THE SERVICE CONTRACT LABOR STANDARDS TO CONTRACTS FOR MAINTENANCE, CALIBRATION, OR REPAIR OF CERTAIN EQUIPMENT CERTIFICATION (MAY 2014)
52.223-19	COMPLIANCE WITH ENVIRONMENTAL MANAGEMENT SYSTEMS (MAY 2011)
52.223-2	AFFIRMATIVE PROCUREMENT OF BIOBASED PRODUCTS UNDER SERVICE AND CONSTRUCTION CONTRACTS (SEP 2013)
52.229-1	STATE AND LOCAL TAXES (APR 1984)
52.222-62	PAID SICK LEAVE UNDER EXECUTIVE ORDER 13706 (JAN 2017)
52.223-13	ACQUISITION OF EPEAT - REGISTERED IMAGING EQUIPMENT (JUN 2014)
52.223-14	ACQUISITION OF EPEAT® - REGISTERED TELEVISIONS (JUN 2014)
52.223-16	ACQUISITION OF EPEAT® - REGISTERED PERSONAL COMPUTER PRODUCTS (OCT 2015)
552.238-115	SPECIAL ORDERING PROCEDURES FOR THE ACQUISITION OF ORDER-LEVEL MATERIALS (MAY 2019)
552.238-107	TRAFFIC RELEASE (SUPPLIES) (MAY 2019)
552.238-73	IDENTIFICATION OF ELECTRONIC OFFICE EQUIPMENT PROVIDING ACCESSIBILITY FOR THE HANDICAPPED (MAY 2019)
552.238-86	DELIVERY SCHEDULE (MAY 2019)
552.238-89	DELIVERIES TO THE U.S. POSTAL SERVICE (MAY 2019)
552.238-90	CHARACTERISTICS OF ELECTRIC CURRENT (MAY 2019)
552.238-91	MARKING AND DOCUMENTATION REQUIREMENTS FOR SHIPPING (MAY 2019)
552.238-92	VENDOR MANAGED INVENTORY (VMI) PROGRAM (MAY 2019)
552.238-93	ORDER ACKNOWLEDGMENT (MAY 2019)
552.238-94	ACCELERATED DELIVERY REQUIREMENTS (MAY 2019)

SIN 511210 Software Licenses

Specific Regulations

Additional SIN Description: Term Licenses The word "Term" is defined in this Solicitation as "a limited period of time". Term Software Licenses have a limited duration and are not owned in perpetuity. Unless Offerors provide an option for converting Term licenses into perpetual licenses, users lose the right to use these licenses upon the end of the term period. This SIN is NOT Infrastructure as a Service (IaaS), Platform as a Service (PaaS), or Software as a Service (SaaS) as defined in SIN 518210C - Cloud and Cloud-Related IT Professional Services. Term Software Licenses are distinct from Electronic Commerce and Subscription Services (SIN 54151ECOM).

Perpetual Licenses The word "perpetual" is defined in this Solicitation as "continuing forever, everlasting, valid for all time".

Software maintenance as a product includes the publishing of bug/defect fixes via patches and updates/upgrades in function and technology to maintain the operability and usability of the software product. It may also include other no charge support that is included in the purchase price of the product in the commercial marketplace. No charge support includes items such as user blogs, discussion forums, online help libraries and FAQs (Frequently Asked Questions), hosted chat rooms, and limited telephone, email and/or web-based general technical support for users self diagnostics.

Software Maintenance as a product is billed at the time of purchase.

Software maintenance as a product does NOT include the creation, design, implementation, integration, etc. of a software package. These examples are considered software maintenance services under SIN 54151 Software Maintenance Services.

1.) Specific Instructions for SIN 511210 - Software Licenses

a.) Offerors are encouraged to identify within their software items any component interfaces that support open standard interoperability. An item's interface may be identified as interoperable on the basis of participation in a Government agency-sponsored program or in an independent organization program. Interfaces may be identified by reference to an interface registered in the component registry located at <http://www.core.gov>.

b.) Contractors are encouraged to offer SIN 54151 Software Maintenance Services in conjunction with SIN 511210 - Software Licenses.

c.) Conversion From Term License To Perpetual License

i.) When standard commercial practice offers conversions of term licenses to perpetual licenses, and an ordering activity requests such a conversion, the contractor shall provide the total amount of conversion credits available for the subject software within ten (10) calendar days after placing the order.

ii.) When conversion credits are provided, they shall continue to accrue from one contract period to the next, provided the software has been continually licensed without interruption.

iii.) The term license for each software product shall be discontinued on the day immediately preceding the effective date of conversion from a term license to a perpetual license.

iv.) When conversion from term licenses to perpetual licenses is offered, the price the ordering activity shall pay will be the perpetual license price that prevailed at the time such software was initially ordered under a term license, or the perpetual license price prevailing at the time of conversion from a term license to a perpetual license, whichever is the less, minus an amount equal to a percentage of all term license payments during the period that the software was under a term license within the ordering activity.

d). Term License Cessation

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

ii.) Each separately priced software product shall be individually enumerated, if different accrual periods apply for the purpose of perpetual license attainment.

iii.) Fill-in data and specific terms shall be attached to the GSA Price List (I-FSS-600 CONTRACT PRICE LISTS (OCT 2016)).

iv.) The Contractor agrees to provide updates and software maintenance services for the software after a perpetual license has accrued, at the prices and terms of SIN 54151 - Software Maintenance Services, if the licensee elects to order such services. Title to the software shall remain with the Contractor.

e.) Utilization Limitations for Perpetual Licenses

i.) Software Asset Identification Tags (SWID) (Option 1 Perpetual License)

1.) Option 1 is applicable when the Offeror agrees to include the International Organization for Standardization/International Electrotechnical Commission 19770-2 (ISO/IEC 19770- 2:2015) standard identification tag (SWID Tag) as an embedded element in the software. An ISO/IEC 19970-2 tag is a discoverable identification element in software that provides licensees enhanced asset visibility. Enhance visibility supports both the goals of better software asset management and license compliance. Offerors may use the National Institute of Standards and Technology (NIST) document "NISTIR 8060: Guidelines for Creation of Interoperable Software Identification (SWID) Tags," December 2015 to determine if they are in compliance with the ISO/IEC 19770-2 standard.

2.) Section 837 of The Federal Information Technology Acquisition Reform Act (FITARA) of 2014, requires GSA to seek agreements with software vendors that enhance government- wide acquisition, shared use, and dissemination of software, as well as compliance with end user license agreements. The Megabyte Act of 2016 requires agencies to inventory software assets and to make informed decisions prior to new software acquisitions. In June of 2016, the Office of Management and Budget issued guidance on software asset management requiring each CFO Act (Public Law 101-576 – 11/15/1990) agency to begin software inventory management (M-16-12). To support these requirements, Offerors may elect to include the terms of Option 1 and/or Option 2, which support software asset management and government-wide reallocation or transferability of perpetually licensed software.

ii.) Reallocation of Perpetual Software (Option 2 Perpetual License)

- 1.) The purpose of SIN 511210 OPTION 2 is to allow ordering activities to transfer software assets for a pre-negotiated charge to other ordering activities.
- 2.) When an ordering activity becomes aware that a reusable software asset may be available for transfer, it shall contact the Contractor, identify the software license or licenses in question, and request that these licenses be reallocated or otherwise made available to the new ordering activity.
- 3.) Contractors shall release the original ordering activity from all future obligations under the original license agreement and shall present the new ordering activity with an equivalent license agreement. When the new ordering activity agrees to the license terms, henceforth any subsequent infringement or breach of licensing obligations by the new ordering activity shall be a matter exclusively between the new ordering activity and the Contractor.
- 4.) The original ordering activity shall de-install, and/or make unusable all of the software assets that are to be transferred. It shall have no continuing right to use the software and any usage shall be considered a breach of the Contractor's intellectual property and a matter of dispute between the original ordering activity/original license grantee and the licensor.
- 5.) As a matter of convenience, once the original licenses are deactivated, di-installed, or made otherwise unusable by the original ordering activity or license grantee, the Contractor may elect to issue new licenses to the new ordering activity to replace the old licenses. When new licenses are not issued, the Contractor shall provide technical advice on how best to achieve the functional transfer of the software assets.
- 6.) Software assets that are eligible for transfer that have lapsed Software Maintenance Services (SIN 54151) may require a maintenance reinstatement fee, chargeable to the new ordering activity or license grantee. When such a fee is paid, the new ordering activity shall receive all the rights and benefits of Software Maintenance Services.
- 7.) When software assets are eligible for transfer, and are fully covered under pre-paid Software Maintenance Services (SIN 54151), the new ordering activity shall not be required to pay maintenance for those license assets prior to the natural termination of the paid for maintenance period. The rights associated with paid for current Software Maintenance

Services shall automatically transfer with the software licenses without fee. When the maintenance period expires, the new ordering activity or license grantee shall have the option to renew maintenance.

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

9.) Fill-in data and specific terms shall be attached to the GSA Price List (I-FSS-600 *CONTRACT PRICE LISTS (OCT 2016)*).

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

SIN 811212 Computer and Office Machine Repair and Maintenance

Specific Regulations

Hardware Maintenance Order Terms

1) Service Areas

- a) The maintenance and/or repair service rates per the contract are applicable to any ordering activity locations within a 30 mile radius of the Contractor/Original Equipment Manufacturer (OEM) service points.. If any additional charge is to apply because of the greater distance from the Contractor/OEM service locations, the mileage rate or other distance factor shall be negotiated at the Task Order level.

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

Communications Professionals Inc.
2265 Livernois Rd, Suite900
Troy, MI 48083

2) Loss or Damage

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

3) Scope

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

- b) Equipment placed under maintenance service shall be in good operating condition.
 - i) In order to determine that the equipment is in good operating condition, the equipment shall be subject to inspection by the Contractor, without charge to the ordering activity.

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

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

4) Responsibilities

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

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

5) Maintenance Rate Provisions

- a) The Contractor shall bear all costs of maintenance, including labor, parts, and such other expenses as are necessary to keep the equipment in good operating condition, provided that the required repairs are not occasioned by fault or negligence of the ordering activity.
 - ii) Regular Hours: The basic monthly rate for each make and model of equipment shall entitle the ordering activity to maintenance service during a mutually agreed upon nine (9) hour principal period of maintenance, Monday through Friday, exclusive of holidays observed at the ordering activity location.
 - iii) After Hours: Should the ordering activity require that maintenance be performed outside of regular hours, charges for such maintenance, if any, will be specified in the GSA Price List (I-FSS-600 CONTRACT PRICE LISTS (OCT 2016)). Periods of less than one hour will be prorated to the nearest quarter hour.
 - iv) Travel and Transportation: If any charge is to apply, over and above the regular maintenance rates, due to the distance between the ordering activity location and the Contractor/OEM's service area, the charge will be negotiated at the Task Order level.

	Yes	No
Indicate if there will be an additional charge for travel and transportation.	\$1.50/mi	

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

Quantity Range	Discounts
None	0%

Hardware Repair Service Order Terms

1) Service Areas

- a) The maintenance and/or repair service rates per the contract are applicable to any ordering activity locations within a 30 mile radius of the Contractor/Original Equipment Manufacturer (OEM) service points.. If any additional charge is to apply because of the greater distance from the Contractor/OEM service locations, the mileage rate or other distance factor shall be negotiated at the Task Order level.
- b) When maintenance and/or repair services cannot be performed at the ordering activity installation site, the repair services will be performed at the Contractor's plant(s) listed below:

Communications Professionals Inc.
2265 Livernois Rd, Suite900
Troy, MI 48083

2) Loss or Damage

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

3) Scope

- a) The Contractor shall provide maintenance for all equipment listed herein, as requested by the ordering activity during the contract term. Repair service and repair parts/spare parts shall apply exclusively to the equipment types/models within the scope of the Information Technology Category.
- b) Equipment placed under maintenance and/or service shall be in good operating condition.
 - i) In order to determine that the equipment is in good operating condition, the equipment shall be subject to inspection by the Contractor, without charge to the ordering activity.
 - ii) Costs of any repairs performed for the purpose of placing the equipment in good operating condition shall be borne by the Contractor, if the equipment was under the Contractor/OEM guarantee/warranty or maintenance responsibility prior to the effective date of the maintenance order.

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

4) Responsibilities

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

5) Repair Service Rate Provisions

- a) Charges for repair service will include the labor charge, computed at the rates set forth below, for the time during which repairmen are actually engaged in work, and, when applicable, the charge for travel or transportation.
- b) Multiple Machines: When repairs are ordered by the ordering activity on two or more machines located in one or more buildings within walking distance of each other, the charges will be computed from the time the repairman commences work on the first machine, until the work is completed on the last machine. The time required to go from one machine to another, or from one building to another, will be considered actual work performance, and chargeable to the ordering activity, provided the time consumed in going between machines (or buildings) is reasonable.
- c) At the Contractor/OEM's Facility
 - i) When equipment is returned to the Contractor/OEM's Facility for adjustments or repairs which are not covered by the guarantee/warranty provision, the cost of transportation, packing, etc. from the ordering activity location to the Contractor's plant, and return to the ordering activity location, shall be borne by the ordering activity.
 - ii) The ordering activity should not return defective equipment to the Contractor/OEM for adjustments and repairs or replacement without prior consultation and instruction.
- d) At the Ordering Activity Location (Within Established Service Areas)
 - i) When equipment is repaired at the ordering activity location, and repair service rates are established for service areas or zones, the listed rates are applicable to any ordering activity location within such service areas or zones. No extra charge, time, or expense will be allowed for travel or transportation of repairmen or machines to or from the ordering activity office; such overhead is included in the repair service rates.

- e) At the Ordering Activity Location (Outside Established Service Areas)
 - i) If repairs are to be made at the ordering activity location, and the location is outside the service area terms defined in the GSA Price list. Rates negotiated at the task order will apply.
 - ii) When the overall travel charge computed at the above mileage rate is unreasonable (considering the time required for travel, actual and necessary transportation costs, and the allowable ordering activity per diem rate for each night the repairman is required to remain overnight at the ordering activity location), the ordering activity shall have the option of reimbursing the Contractor for actual costs, provided that the actual costs are reasonable and allowable. The Contractor shall furnish the ordering activity with a report of travel performed and related expenses incurred. The report shall include departure and arrival dates, times, and the applicable mode of travel.

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

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

 - iii) Sundays and Holidays: When the ordering activity requires that repair service be performed on Sundays and Holidays observed at the ordering activity location, the Sundays and Holidays repair service rates shall apply, and will be specified in the GSA Price List (I-FSS-600 CONTRACT PRICE LISTS (OCT 2016)). Periods of less than one hour will be prorated to the nearest quarter hour.

Repair Service Rates

	Minimum Charge * - Regular Hours	Hourly Rate - After Hours	Hourly Rate - Sunday and Holidays
Contractor/OEM Facility	\$100	\$150	\$200
Ordering Activity Location (Within Established Service Areas)	\$100	\$150	\$200
Ordering Activity Location (Outside Established Service Areas)	\$250	\$300	\$400

*MINIMUM CHARGES INCLUDE FULL ONE HOUR ON THE JOB

6) Repair Parts/Spare Parts Rate Provision

- a) All parts, furnished as spares or as repair parts in connection with the repair of equipment, unless otherwise indicated in the GSA Price list shall be new, standard parts manufactured by the OEM.
- b) All parts shall be furnished at the prices indicated in the Contractor's commercial pricelist dated 01/01/2020, at a discount of 0.00% from such listed prices.

Labor Category Pricing

Reference Number	Labor Category	GSA Rate
CPI 0001	CableTechnician	\$38.50
CPI 0002	ComputerSecurity Specialist	\$45.00
CPI 0003	DatabaseArchitect	\$54.00
CPI 0004	DesktopSupport/FieldTechnician	\$40.50
CPI 0005	FiberOpticCableTechnician	\$45.00
CPI 0006	NetworkEngineer	\$54.00
CPI 0007	ProjectManager/TaskLead	\$67.50
CPI 0008	SoftwareEngineer	\$67.50
CPI 0009	VTCTechnician	\$42.75

Descriptions of I.T. Professional Services

Reference#: CPI 0001

Commercial Job Title: Cable Technician

Minimum/General Experience: Must have a minimum of 5 years of experience in the installation, termination, splicing and testing of Category 3, 5e, 6, & 6A, security systems, CATV, paging and Single-mode/Multi-mode Fiberoptic cabling. Strong troubleshooting skills and knowledge of low voltage grounding and Fire stopping is also an applicable skillset.

Functional Responsibility: Installation, termination, splicing and testing of Category 3, 5e, 6, & 6A, security systems, CATV, paging and Single-mode/Multi-mode Fiberoptic cabling.

Minimum Education: Associate's degree (or equivalent) from two-years College or technical school.

Reference#: CPI 0002

Commercial Job Title: Computer Security Specialist

Minimum/General Experience: Must have a minimum of 7 years of experience, of which at least 5 years must be information security/Information Assurance (IA) experience. Must have experience in security administration, evaluation of security/Information Assurance product capabilities, assessment and policy development. Must have a solid understanding of federal information security/assurance policies, standards, and regulations

Functional Responsibility: Gathers and organizes technical information about an organization's mission goals and needs, IT infrastructure, and existing security/IA products. Assists in developing security/IA policies, procedures and standards. Responsibilities will include working with the customer to minimize risks and assess and secure networks.

Minimum Education: College diploma or bachelor's degree in Computer Security, or similar fields.

Reference#: CPI 0003

Commercial Job Title: Database Architech

Minimum/General Experience: Must have at least 3 years of directly related experience in the design, maintenance, and coding of databases. Also requires knowledge of the principles, methods, and techniques used in all phases of data base development, coding, and design, including business analysis, event modeling, logical and physical database design, data access analysis and design, DBMS optimization, archive and recovery strategy, load strategy design and implementation, security, and change management.

Functional Responsibility: Designs, maintains, enhances, and codes relational databases. Analyses and determines information needs and elements, data relationships and attributes, data flow and storage requirements, and data output and reporting capabilities. Develops data modeling and participates in data acquisition and access analysis, design, recovery, and loading strategy design and implementation. Coordinates new data development ensuring consistency and integration with existing data warehouse structure. Reviews requests for data and data usage. Researches data sources for new and better data feeds. Participates in continuous improvement efforts in enhancing performance and providing increased functionality. Design data structures to accommodate database production, storage, maintenance, and accessibility. Develops screens and queries. Tests designed applications. Performs upgrades and maintenance of hardware and software. Provides technical support and guidance to users. Maintains current knowledge of relevant hardware and software applications as assigned. May serve as team or technical task lead. Participates in special projects as required.

Minimum Education: Bachelor's Degree in Computer Science, Information Science, or similar fields.

Reference#: CPI 0004

Commercial Job Title: DesktopSupport/FieldTechnician

Minimum/General Experience: Must have at least 2-3 years of direct experience in discipline.

Functional Responsibility: Responsibilities include maintaining the company's computer services and equipment. Duties can include troubleshooting to detect and solve technical problems, installing or updating required hardware and software and recommending computer products or equipment to improve company productivity.

Minimum Education: Associate degree in Computer Science, or a related field.

Reference#: CPI 0005

Commercial Job Title: Fiber Optic Cable Technician

Minimum/General Experience: Must have atleast 480-900 hours of classroom instruction, along with 7,000-8,000 hours of on-the-job training, installing and fixing telecommunication cables, including fiber optic cables. Must be capable of identifying, pulling, and labeling Cat 3, 5, 5e, 6 and Fiber Optic cable.

Functional Responsibility: Inspects and tests cable equipment. Identifies malfunctioning equipment and lays cable lines. Participates in troubleshooting network issues related to infrastructure cabling. Participates in maintenance, repair, and installation duties. Installs and repairs telecommunications lines and equipment for high level projects, using hand tools and test instruments. Measures, cuts, and installs copper and fiberoptic cables. Splices fiberoptic and back bone copper cabling. Tests communication lines to locate and repair problems or ensure specifications are met. Troubleshoots problems or glitches in the system. Installs support structures (J-Hooks, support rings, cableslings and cable tray/ladder rack). Termination of work station out lets using various manufacturer products (Amp, Panduit,etc.).

Minimum Education: Associate degree from 2-year college or technical school.

Reference#: CPI 0006

Commercial Job Title: Network Engineer

Minimum/General Experience: Must have at least 2 years of related network design/administration experience. Also requires knowledge of the principles, methods, and techniques used in network administration and engineering plus knowledge of and ability to use relevant hardware, software and other equipment. Certification in specific applications may be required, depending on job assignment.

Functional Responsibility: Analyzes local and wide area network systems, including planning, designing, evaluating, selecting, and upgrading operating systems and protocol suites and configuring communication media with concentrators, bridges, and other devices. Resolves interoperability problems to obtain operations across all platforms including e-mail, file transfer, multimedia, teleconferencing, and the like. Configures systems to user requirements. Supports the acquisition of hardware and software as well as subcontract or services as needed. Performs various tests and documents results. Administers and maintains local and wide area networks. Provides technical support and troubleshooting to users. Plans network layout design. May administer network security.

Minimum Education: Bachelor's degree in Computer Science, Engineering, Business, or related field or equivalent work experience.

Reference#: CPI 0007

Commercial Job Title: Project Manager/Task Lead

Minimum/General Experience: Must have atleast 7 years of general experience, including 5 years of specialized experience of which 2 years were direct supervisory experience.

Functional Responsibility: Monitors each task, and keeps the Program Manager abreast of all problems and accomplishments. Anticipates problems, and works to mitigate the anticipated problems. As a team or project leader, provides technical direction for the complete systems development effort. May serve as a technical authority for a design area. As a staff specialist or consultant, resolves unique and unyielding systems problems using new technology. Can complete tasks within estimated time frames and budget constraints. Schedules and assigns duties to subordinates. Interacts with government management personnel. Reports in writing and orally to contractor management and government representatives, including the government contracting officer.

Minimum Education: B.S. in Business Administration, Project Management and/or PMP certified.

Reference#: CPI 0008

Commercial Job Title: Software Engineer

Minimum/General Experience: Must have at least 2 years of directly related experience in software engineering, including the design, coding, testing, and documentation of computer programs. Also requires knowledge of the fundamental concepts, practices and procedures used in software engineering and applications and systems development.

Functional Responsibility: Participates in the design, development, analysis, and implementation of software operating systems and software application programs. works under general supervision. Performs software operating systems and application engineering, including full lifecycle design and development. Works from specifications to develop and modify operating systems and software applications. Participates in the design, coding, testing, debugging, and documentation of programs. Participates in the definition of limited design specifications and parameters. Assists engineers or analysts with the hardware/software integration of the application or utility in to software operating systems. Analyzes system architecture requirements. Performs requirements acquisition and definition and data analysis. May customize purchased applications. Performs technical and subject matter research on emerging technologies to deter mine impacts on application execution. Analyzes and documents client needs and requirements. Participates in the writing, modifying, and maintaining of technical documentation and specifications such as user manuals, system documentation, and training materials. Performs integration testing and support of various computer operating and/or network systems. Troubleshoots and provides customer support for software operating system and application issues. Maintains current knowledge of relevant hardware and software applications as assigned. Participates in special projects as required.

Minimum Education: B.S. in Computer Science. Should be very familiar with specialized languages relevant to the technologies employed (i.e. Java, C++, C#, .NET etc.).

Reference#: CPI 0009

Commercial Job Title: VTC Technician

Minimum/General Experience: Must have at least 1 year of applicable technical experience must be capable of providing support for desktops and laptops. Capable of providing customer consulting services with minimal supervision.

Functional Responsibility: Provides technical support for Video Conferencing and associated services, including planning, deploying, implementing, and managing those services. Provides technical assistance (customer support during conferences, assistance in scheduling, implementing changes/additions/moves). Responsible for all administrative issues involving video conferencing equipment.

Minimum Education: Bachelor's degree in Computer Science, Engineering, Business, or related field or equivalent work experience.