



Innovative Technology Systems, Inc.
8822 S. Ridgeline Blvd., Suite 400
Highlands Ranch, CO 80129
(303) 607-6020
(303) 683-2387 (fax)

www.inno-tech-sys.com

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Contract Administrators: **Eileen Wagner, 303-607-6022, ewagner@inno-tech-sys.com**
Christopher Hardin, 303-607-6012, chardin@inno-tech-sys.com

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 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 Creation/Retrieval of IT Related Automated News Services, Data Services, or Other Information Services (All other information services belong under Schedule 76)
FPDS Code D399 Other Information Technology Services, Not Elsewhere Classified



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Description of IT Services and Pricing

The descriptions provided below displays the labor category descriptions, the functional description of our labor categories and the qualifications (education, year experience, etc) required for an employee to mapped to that labor category.



ITS Labor Category Functional Description

Commercial Job Title: Associate Engineer (L1)
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Minimum/General Experience: B.A./B.S. + 0 - 3 Year related experience; or an A.A. + 4 - 7 years related; or a H.S. diploma + 5 - 8 Years related experience. In addition, above average performance at previous or comparable level.

Level of complexity and expertise directly related to job level. Entry level technical expertise and limited responsibility Works with oversight from supervisor.

Functional Description: include, but are not limited to: system requirements analysis, definition, traceability, and documentation; systems analysis and definition; design, development, testing, documentation, integration, troubleshooting, and deployment of computer software of various complexities; system modeling and simulations; system definition using software design methodologies using CASE tools; database design, implementation, and deployment; software configuration management; software performance analysis and tuning; analysis of system hardware, software, and network anomalies; identification of solutions; maintenance of hardware and software components; tracking of hardware and software inventories; administration of computer server and client environments; troubleshooting and resolving user technical problems; tracking and reporting of problems and resolutions; and other engineering related activities not specifically identified.



Commercial Job Title: Engineer (L2)

Minimum/General Experience: M.A. /M.S./MBA + 0 - 3 Years related experience; B.A./B.S. + 4 - 7 Years related experience; or an A.A. + 8 - 11 years related; or a H.S. diploma + 10 - 13 Years related experience. In addition, above average performance at previous or comparable level.

Level of complexity and expertise directly related to job level. Solid proficiency in technical area of expertise. Works independently with minimal supervisory oversight.

Functional Description: include, but are not limited to: system requirements analysis, definition, traceability, and documentation; systems analysis and definition; design, development, testing, documentation, integration, troubleshooting, and deployment of computer software of various complexities; system modeling and simulations; system definition using software design methodologies using CASE tools; database design, implementation, and deployment; software configuration management; software performance analysis and tuning; analysis, design, installation, configuration, testing, troubleshooting, tuning, operations, and maintenance of local and wide-area network hardware and software environments; network security analysis, vulnerability assessment, and correction; network capacity planning; network monitoring; customer network problem resolution; network documentation; systems architecture development and definition; analysis of system hardware, software, and network anomalies; identification of solutions; maintenance of hardware and software components; tracking of hardware and software inventories; administration of computer server and client environments; troubleshooting and resolving user technical problems; tracking and reporting of problems and resolutions; and other engineering related activities not specifically identified.



Commercial Job Title: Senior Engineer (L3)

Minimum/General Experience: M.A. /M.S./MBA + 4 - 9 Years related experience; B.A./B.S. + 8 - 13 Years related experience; or an A.A. + 13 - 17 years related; or a H.S. diploma + 15 - 20 Years related experience. In addition, above average performance at previous or comparable level

Level of complexity and expertise directly related to job level. Advanced proficiency in technical area of expertise. Capable of performing as technical lead to provides technical oversight of tasks within projects. Works independently with minimal/no supervision.

Functional Description: include, but are not limited to: system requirements analysis, definition, traceability, and documentation; systems analysis and definition; design, development, testing, documentation, integration, troubleshooting, and deployment of computer software of various complexities; system modeling and simulations; system definition using software design methodologies using CASE tools; database design, implementation, and deployment; software configuration management; software performance analysis and tuning; analysis, design, installation, configuration, testing, troubleshooting, tuning, operations, and maintenance of local and wide-area network hardware and software environments; network security analysis, vulnerability assessment, and correction; network capacity planning; network monitoring; customer network problem resolution; network documentation; systems architecture development and definition; analysis of system hardware, software, and network anomalies; identification of solutions; maintenance of hardware and software components; tracking of hardware and software inventories; administration of computer server and client environments; troubleshooting and resolving user technical problems; tracking and reporting of problems and resolutions; definition of training approaches; creation of training materials; conducting of training course in sizes ranging from one-on-one to formal classroom environments; utilization of computer based and web based tools; development of training documentation manual, quick reference guides; and other engineering related activities not specifically identified.



Commercial Job Title: Principle Engineer (L4)

Minimum/General Experience: Ph.D. + 8 - 10 Years related experience; M.A. /M.S./MBA + 10 - 14 Years related; B.A./B.S. + 14 - 20 Years related experience; or an A.A. + 20 -26 years related; or a H.S. diploma + 21 - 29 Years related experience. In addition, above average performance.

Level of complexity and expertise directly related to job level. Advanced proficiency in technical area of expertise. Capable of performing as technical lead to provides technical oversight of tasks within projects. Capable of performing as Project Manager to oversee both technical and programmatic aspects of projects. Works independently with no supervision.

Functional Description: include, but are not limited to: system requirements analysis, definition, traceability, and documentation; systems analysis and definition; design, development, testing, documentation, integration, troubleshooting, and deployment of computer software of various complexities; system modeling and simulations; system definition using software design methodologies using CASE tools; database design, implementation, and deployment; software configuration management; software performance analysis and tuning; analysis, design, installation, configuration, testing, troubleshooting, tuning, operations, and maintenance of local and wide-area network hardware and software environments; network security analysis, vulnerability assessment, and correction; network capacity planning; network monitoring; customer network problem resolution; network documentation; systems architecture development and definition; analysis of system hardware, software, and network anomalies; identification of solutions; maintenance of hardware and software components; tracking of hardware and software inventories; administration of computer server and client environments; troubleshooting and resolving user technical problems; tracking and reporting of problems and resolutions; risks analysis and mitigation definition; systems process definition and documentation; systems process oversight and compliance monitoring; hardware engineering, systems integration, system testing, COTS tool evaluation; performs market and systems studies; systems planning, capacity planning, performance analysis and planning; external data interface identification, RFC/ECP analysis and response; cost analysis of technical solutions; provide technical/programmatic interface with internal and external organizations, definition of training approaches; creation of training materials; conducting of training course in sizes ranging from one-on-one to formal classroom environments; utilization of computer based and web based tools; development of training documentation manual, quick reference guides; and other engineering related activities not specifically identified.



Commercial Job Title: Principle Engineer (L6)
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Minimum/General Experience: Ph.D., M.S., MBA or 15 Years or more of combined education, certifications and proven technical abilities. Project Management responsibility and corporate development support.

Level of complexity and expertise directly related to job level Advanced proficiency in technical area of expertise. Capable of performing as technical lead to provides technical oversight of tasks within projects. Capable of performing as Project Manager to oversee both technical and programmatic aspects of projects. Works independently with no supervision.

Functional Description: include, but are not limited to: system requirements analysis, definition, traceability, and documentation; systems analysis and definition; design, development, testing, documentation, integration, troubleshooting, and deployment of computer software of various complexities; system modeling and simulations; system definition using software design methodologies using CASE tools; database design, implementation, and deployment; software configuration management; software performance analysis and tuning; analysis, design, installation, configuration, testing, troubleshooting, tuning, operations, and maintenance of local and wide-area network hardware and software environments; network security analysis, vulnerability assessment, and correction; network capacity planning; network monitoring; customer network problem resolution; network documentation; systems architecture development and definition; risks analysis and mitigation definition; systems process definition and documentation; systems process oversight and compliance monitoring; hardware engineering, systems integration, system testing, COTS tool evaluation; performs market and systems studies; systems planning, capacity planning, performance analysis and planning; external data interface identification, RFC/ECP analysis and response; cost analysis of technical solutions; provide technical/programmatic interface with internal and external organizations, and definition of training approaches; creation of training materials; conducting of training course in sizes ranging from one-on-one to formal classroom environments; utilization of computer based and web based tools; development of training documentation manual, quick reference guides; interfacing with customers to identify business level processes; analysis of processes to identify areas for improvement; definition and documentation of customer business rules, processes, and flows; identification of industry best practices; recommendation of systems/tools to improve business processes; development of plan for implementation, integration, and training of new capabilities into departmental and enterprise environment; oversight of implementation of departmental and enterprise level solutions, other engineering related activities not specifically identified.



Commercial Job Title: Senior Scientist/Architect (L7)
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Minimum/General Experience: 18 - 20 Years or more of combined education, certifications and proven technical abilities. Program Management responsibility and corporate development initiatives. Participates in strategic development of organizational goals.

Level of complexity and expertise directly related to job level. Advanced proficiency in technical area of expertise - considered Subject Matter Expert. Capable of performing as technical lead to provides technical oversight of tasks within projects. Capable of performing as Project Manager to oversee both technical and programmatic aspects of projects. Works independently with no supervision.

Functional Description: include, but are not limited to: system requirements analysis, definition, traceability, and documentation; systems analysis and definition; design, development, testing, documentation, integration, troubleshooting, and deployment of computer software of various complexities; system modeling and simulations; system definition using software design methodologies using CASE tools; database design, implementation, and deployment; software configuration management; software performance analysis and tuning; analysis, design, installation, configuration, testing, troubleshooting, tuning, operations, and maintenance of local and wide-area network hardware and software environments; network security analysis, vulnerability assessment, and correction; network capacity planning; network monitoring; customer network problem resolution; network documentation; systems architecture development and definition; risks analysis and mitigation definition; systems process definition and documentation; systems process oversight and compliance monitoring; hardware engineering, systems integration, system testing, COTS tool evaluation; performs market and systems studies; systems planning, capacity planning, performance analysis and planning; external data interface identification, RFC/ECP analysis and response; cost analysis of technical solutions; provide technical/programmatic interface with internal and external organizations; interfacing with customers to identify business level processes; analysis of processes to identify areas for improvement; definition and documentation of customer business rules, processes, and flows; identification of industry best practices; recommendation of systems/tools to improve business processes; development of plan for implementation, integration, and training of new capabilities into departmental and enterprise environment; oversight of implementation of departmental and enterprise level solutions; and other engineering related activities not specifically identified.



ITS Yearly GSA Labor Category Rates:

ITS Labor Category	Level	Year 1 Rate	Year 2 Rate	Year 3 Rate	Year 4 Rate	Year 5 Rate
Associate Engineer	L1	\$67.33	\$70.02	\$72.82	\$75.73	\$78.76
Engineer	L2	\$84.64	\$88.03	\$91.55	\$95.21	\$99.02
Senior Engineer	L3	\$102.60	\$106.71	\$110.98	\$115.42	\$120.04
Principal Engineer	L4	\$115.41	\$120.03	\$124.83	\$129.82	\$135.01
Principal Engineer	L6	\$134.64	\$140.03	\$145.63	\$151.46	\$157.52
Sr. Scientist/Architect	L7	\$147.46	\$153.36	\$159.49	\$165.87	\$172.50



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 apply exclusively to IT Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. PERFORMANCE INCENTIVES

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

3. ORDER

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

4. PERFORMANCE OF SERVICES

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



5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)

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

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

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

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

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

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

6. INSPECTION OF SERVICES

The Inspection of Services–Fixed Price (AUG 1996) (Deviation – May 2003) 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) (Deviation – May 2003) 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 (Deviation – May 2003) Rights in Data – General, may apply.



8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

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 ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor’s or its affiliates’ objectivity in performing contract work.

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

11. INVOICES

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

12. PAYMENTS

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



13. RESUMES

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

14. INCIDENTAL SUPPORT COSTS

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

15. APPROVAL OF SUBCONTRACTS

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

16. DESCRIPTION OF IT SERVICES AND PRICING

a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 132-51. IT Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

b. Pricing for all IT Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices.

The following is an example of the manner in which the description of a commercial job title should be presented:

EXAMPLE: Commercial Job Title: System Engineer

Minimum/General Experience: Three (3) years of technical experience which applies to systems analysis and design techniques for complex computer systems. Requires competence in all phases of systems analysis techniques, concepts and methods; also requires knowledge of available hardware, system software, input/output devices, structure and management practices.

Functional Responsibility: Guides users in formulating requirements, advises alternative approaches, conducts feasibility studies.

Minimum Education: Bachelor's Degree in Computer Science