

**CONCERT TECHNOLOGIES**AUTHORIZED FEDERAL SUPPLY SERVICE  
INFORMATION TECHNOLOGY SCHEDULE 70 PRICELIST  
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY  
EQUIPMENT, SOFTWARE AND SERVICES**CONTRACT No. GS-35F-0079T**

Special Item No. 132-51 Information Technology Professional Services

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**1. Concert Technologies Professional Services**

Concert Technologies is a communications firm specializing in the nationwide deployment and management of infrastructure cabling services. Headquartered in Dulles, VA, Concert is the World's first ALEC (After Local Exchange Carrier), providing "last mile" connectivity between service providers and their customers. Concert performs rollouts on a nationwide basis, installing, configuring and maintaining customer premise equipment in addition to the extension, testing and maintenance of circuits.

Concert provides design and installation services for all types of structured cable systems (SCS). In addition we extend and test copper and fiber voice, data, and video circuits, including: T1, 56K, 9.6 analog and digital, ISDN PRI and BRI, DS3, OC(n), and POTS lines. We perform rigorous compliance testing to ensure long-term performance, system integrity, and investment protection and ensure that all systems and circuits are certified according to industry standards.

Concert provides Web-based site and systems documentation ideal for documenting building automation, pathways, space and structured cabling, data, wireless infrastructure, voice, security and A/V.

Concert has the ability to install, configure and maintain all varieties of customer premise equipment (CPE). Our certified technicians, located across the country, are experts in the field and are attuned to all local codes, technical issues and job-site requirements. We specialize in:

- Deployment of equipment such as CSU/DSUs, routers, hubs, switches and firewalls
- Upgrading already existing equipment
- Installation of pre-specified commercial off-the-shelf (COTS) hardware, software and equipment
- Inside wiring such as: repeaters, fiber-optic modems and circuit extensions
- Preassembly of equipment (rack and stack)

Concert also maintains a Network Operations Center (NOC) that is available 24 hours a day, 365 days a year to resolve any network issues. We provide a full range of ongoing network maintenance, monitoring and management services, to ensure that a network remains operating at peak performance.

## 2. Labor Categories With Descriptions

### Network Technician – Standard 3-day Response

**Functional Responsibilities:** Performs physical installation, component assembly, wiring, cabling and troubleshooting. Installs, terminates, modifies, tests and repairs copper and fiber optic voice and data cable systems, including installation of outlets, pulling cable, fire-stopping, as well as organizing, dressing, and labeling cables. Extends phone line, DSL, DS-3, T-1, OC-x and other circuits. Maintains compliance with codes and EIA/TIA requirements and develops records and documentation for cable routes, circuits and pair assignments.

Installs, modifies, troubleshoots, and maintains standard voice and data network equipment, such as routers, switches, CSU/DSUs, and modems. Component staging, rack and stack, general configuration, general troubleshooting. Attaches new devices to existing networks.

Responds to work order during normal business hours (M-F, 8a.m. – 5 p.m.) within 3 full business days. Site visit based on 4-hour minimum, excluding portal-to-portal travel.

**Minimum Experience:** Three years experience in the functions described above.

**Minimum Education:** Two years of college level or technical school course work in computer science, information systems management, engineering, telecommunications, or related field.

### Network Technician – Expedite, Maintenance or After Hours Response

**Functional Responsibilities:** Responds to maintenance calls and performs testing and troubleshooting to identify and eliminate customer reported issues.

On an expedited work order basis, performs physical installation, component assembly, wiring, cabling and troubleshooting. Installs, terminates, modifies, tests and repairs copper and fiber optic voice and data cable systems, including installation of outlets, pulling cable, fire-stopping, as well as organizing, dressing, and labeling cables. Extends phone line, DSL, DS-3, T-1, OC-x and other circuits. Maintains compliance with codes and EIA/TIA requirements and develops records and documentation for cable routes, circuits and pair assignments.

On an expedited work order basis, installs, modifies, troubleshoots, and maintains standard voice and data network equipment, such as routers, switches, CSU/DSUs, and modems. Component staging, rack and stack, general configuration, general troubleshooting. Attaches new devices to existing networks.

Responds to work order or maintenance call outside of normal business hours; or at an expedited basis (less than three business days). Site visit based on 4-hour minimum, excluding portal-to-portal travel.

**Minimum Experience:** Three years experience in the functions described above.

**Minimum Education:** Two years of college level or technical school course work in computer science, information systems management, engineering, telecommunications, or related field.

## 3. Pricing Table

Labor Categories	Year 1	Year 2	Year 3	Year 4	Year 5
1. Network Technician – Standard 3-day Response	\$86.98	\$89.59	\$92.27	\$95.04	\$97.89
2. Network Technician – Expedite, Maintenance or After Hours Response	\$130.47	\$134.38	\$138.41	\$142.56	\$146.84

#### **4. Ordering Information**

**By Facsimile:** Fax: 703 796 3616 (ATTN: Marika Robertson)  
**By Phone:** 703 796 5400  
**By Email:** [mrobertson@concerttech.com](mailto:mrobertson@concerttech.com)  
**By Mail:** Concert Technologies Group, Inc.  
44845 Falcon Place, Suite 106  
Dulles, VA 20166

#### **5. Terms and Conditions Applicable to Information Technology (IT) Professional Services (SIN 132-51)**

##### **1. SCOPE**

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services
- 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 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 Number 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