



## ***GSA Advantage! E-Buy***

### **AUTHORIZED FEDERAL SUPPLY SERVICE**

#### **INFORMATION TECHNOLOGY SCHEDULE PRICELIST**

#### **GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT, SOFTWARE AND SERVICES**

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

<b>FPDS Code D301</b>	<b>IT Facility Operation and Maintenance</b>
<b>FPDS Code D302</b>	<b>IT Systems Development Services</b>
<b>FPDS Code D306</b>	<b>IT Systems Analysis Services</b>
<b>FPDS Code D307</b>	<b>Automated Information Systems Design and Integration Services</b>
<b>FPDS Code D308</b>	<b>Programming Services</b>
<b>FPDS Code D310</b>	<b>IT Backup and Security Services</b>
<b>FPDS Code D311</b>	<b>IT Data Conversion Services</b>
<b>FPDS Code D316</b>	<b>IT Network Management Services</b>
<b>FPDS Code D317</b>	<b>Automated News Services, Data Services, or Other Information Services</b>
<b>FPDS Code D399</b>	<b>Other Information Technology Services, Not Elsewhere Classified</b>

##### **SIN 132-52 - ELECTRONIC COMMERCE AND SUBSCRIPTION SERVICES**

**Cybermedia Technologies, Inc. d/b/a CTEC  
1900 Campus Commons Drive, Suite 100  
Reston, Virginia 20191  
Telephone: (703) 766-5774  
Facsimile: (703) 766-6501**

**Contract Number: GS-35F-0095S**

**Period Covered by Contract: 11/30/2005 through 11/30/2020**

**General Services Administration Federal Supply Service**

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 GSA's Home Page via Internet at [www.gsa.gov](http://www.gsa.gov).



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# INFORMATION FOR ORDERING ACTIVITIES

## 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 micropurchase 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](http://www.fss.gsa.gov)). The catalogs/pricelists, GSA Advantage!™ and the Federal Supply Service Home Page ([www.fss.gsa.gov](http://www.fss.gsa.gov)) contain information on a broad array of products and services offered by small business concerns.

This information should be used as a tool to assist ordering 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 micropurchase 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 geographic scope of this contract is the 48 contiguous states, the District of Columbia, Alaska, Hawaii, and the Commonwealth of Puerto Rico.

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

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

Offerors are requested to check one of the following boxes:

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

For Special Item Number 132-53 Wireless Services ONLY, if awarded, list the limited geographic coverage area:

## 2. CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION:

Cybermedia Technologies, Inc. D/B/A CTEC, Inc.	
1900 Campus Commons Drive, Suite 100	Bank: Access National Bank
Reston, Virginia 20191	Routing #: 056009039
Telephone: (703) 766-5774	Account #: 2838662
Facsimile: (703) 766-6501	



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

The following telephone number(s) can be used by ordering activities to obtain technical and/or ordering assistance: (703) 766-5774.

### 3. LIABILITY FOR INJURY OR DAMAGE

The Contractor shall not be liable for any injury to ordering activity personnel or damage to ordering activity property arising from the use of equipment maintained by 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: 121727577
- Block 30: Type of Contractor: A. Small Disadvantaged Business
- Block 31: Woman-Owned Small Business – No
- Block 36: Contractor's Taxpayer Identification Number (TIN): 54-179-6167
  - 4a. CAGE Code: 3P0K9
  - 4b. Contractor has registered with the Central Contractor Registration Database.

### 5. FOB DESTINATION

### 6. DELIVERY SCHEDULE

a. 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	DELIVERY TIME (Days ARO)
132-51	As negotiated between ordering agency and contractor

b. URGENT REQUIREMENTS: When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry in writing. If the Contractor offers an accelerated delivery time acceptable to the ordering activity, 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.

- a. Prompt Payment: None.
- b. Quantity – Yes for SIN 132-32, please refer to pricelist. No quantity discount for other SIN's
- c. Dollar Volume – Discount for SIN's 132-50 and 132-51 will be discounted 1% for orders greater than \$1M and 2% for orders greater than \$2M.



- d. Government Educational Institutions – Same discounts as all other Government customers.
- e. Other – Spot Discounts and Discounts for efforts with duration of greater than one year to be negotiated based on individual orders.

## **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:**

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

## **10. SMALL REQUIREMENTS:**

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

## **11. MAXIMUM ORDER**

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

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 SERVICES 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 those SINs.]**

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

- a. **Orders placed at or below the micro-purchase threshold.** Ordering activities can place orders at or below the micro-purchase threshold with any Federal Supply Schedule Contractor.
- b. **Orders exceeding the micro-purchase threshold but not exceeding the maximum order threshold.** Orders should be placed with the Schedule Contractor that can provide the supply or service that represents the best value. Before placing an order, ordering activities should consider reasonably available information about the supply or service offered under MAS contracts by using the "GSA Advantage!" on-line shopping service, or by reviewing the catalogs/pricelists of at least three Schedule Contractors and selecting the delivery and other options available under the schedule that meets the



ordering activity's needs. In selecting the supply or service representing the best value, the ordering activity may consider--

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

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

Review additional Schedule Contractors'

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

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

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

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

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



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

### **13. FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS REQUIREMENTS:**

Ordering activities acquiring products from this Schedule must comply with the provisions of the Federal Standards Program, as appropriate (reference: NIST Federal Standards Index). Inquiries to determine whether or not specific products listed herein comply with Federal Information Processing Standards (FIPS) or Federal Telecommunication Standards (FED-STDS), which are cited by ordering activities, shall be responded to promptly by 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. CONTRACTOR TASKS/SPECIAL REQUIREMENTS (C-FSS-370) (NOV 2001)**

(a) **Security Clearances:** The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.

(b) **Travel:** The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are



reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. The Industrial Funding Fee does NOT apply to travel and per diem charges.

- (c) **Certifications, Licenses and Accreditations:** As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.
- (d) **Insurance:** As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.
- (e) **Personnel:** The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.
- (f) **Organizational Conflicts of Interest:** Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.
- (g) **Documentation/Standards:** The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.
- (h) **Data/Deliverable Requirements:** Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.
- (i) **Government-Furnished Property:** As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.
- (j) **Availability of Funds:** Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.

## 15. CONTRACT ADMINISTRATION FOR ORDERING ACTIVITIES

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

## 16. GSA ADVANTAGE!

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

- (1) Manufacturer;
- (2) Manufacturer's Part Number; and



- (3) Product categories.

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

## 17. PURCHASE OF OPEN MARKET ITEMS

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

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

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

## 18. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS

a. 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.

b. 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

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Upon request of the Contractor, the ordering activity may provide the Contractor with logistics support, as available, in accordance with all applicable ordering activity regulations. Such ordering activity 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 (BPAS)**

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

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

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

## **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, Industrial Funding Fee and Sales Reporting, 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 receive less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds \$2,000, then the requirements of the Davis-Bacon Act applies.



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

[www.datacomconnections.com](http://www.datacomconnections.com)

The EIT standard can be found at: [www.Section508.gov/](http://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 an ordering activity, shall follow the terms of the applicable schedule and authorization and include with each order –

- (a) A copy of the authorization from the ordering activity with whom 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.

### **25. INSURANCE-WORK ON A GOVERNMENT INSTALLATION (JAN 1997) (FAR 52.228-5)**

- (a) The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.
- (b) Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective—
  - (1) For such period as the laws of the State in which this contract is to be performed prescribe; or
  - (2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.
- (c) The Contractor shall insert the substance of this clause, including this paragraph (c), in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and maintain the insurance required in the Schedule or elsewhere in the contract. The Contractor shall maintain a copy of all subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.



## Terms and Conditions

### 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. ORDERING PROCEDURES FOR SERVICES (REQUIRING A STATEMENT OF WORK) (G-FCI-920) (MAR 2003)

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

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

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

- (a) When ordering services, ordering activities shall—
  - (1) Prepare a Request (Request for Quote or other communication tool):



(i) A statement of work (a performance-based statement of work is preferred) that outlines, at a minimum, the work to be performed, location of work, period of performance, deliverable schedule, applicable standards, acceptance criteria, and any special requirements (i.e., security clearances, travel, special knowledge, etc.) should be prepared.

(ii) The request should include the statement of work and request 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 activity makes a determination that it is not possible at the time of placing the order to estimate accurately the extent or duration of the work or to anticipate cost with any reasonable degree of confidence. When such a determination is made, a labor hour or time-and-materials proposal may be requested. The firm-fixed price shall be based on the 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) below, the request shall notify the contractors that will be the case.

(2) Transmit the Request to Contractors:

Based upon an initial evaluation of catalogs and price lists, the ordering activity 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) and transmit the request as follows:

NOTE: 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 SINS 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.

(i) The request should be provided to at least three (3) contractors if the proposed order is estimated to exceed the micro-purchase threshold, but not exceed the maximum order threshold.

(ii) For proposed orders exceeding the maximum order threshold, the request should be provided to additional contractors that offer services that will meet the ordering activity's needs.

(iii) In addition, the request shall be provided to any contractor who specifically requests a copy of the request for the proposed order.



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

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

(i) SINGLE BPA: Generally, a single BPA should be established when the ordering activity can define the tasks to be ordered under the BPA and establish a firm-fixed price or ceiling price for individual tasks or services to be ordered. When this occurs, authorized users may place the order directly under the established BPA when the need for service arises. The schedule contractor that represents the best value should be awarded the BPA. (See FAR 8.404)

(ii) MULTIPLE BPAs: When the ordering activity determines multiple BPAs are needed to meet its requirements, the ordering activity should determine which contractors can meet any technical qualifications before establishing the BPAs. When establishing the BPAs, the procedures in (a)(2) above must be followed. The procedures at (a)(2) do not apply to orders issued under multiple BPAs. Authorized users must transmit the request for quote for an order to all BPA holders and then place the order with the Schedule contractor that represents the best value.

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

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

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

(e) The ordering activity, 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 ordering activity requirements in excess of the micro-purchase threshold, the order file should document the evaluation of Schedule contractors' quotes that formed the



basis for the selection of the contractor that received the order and the rationale for any trade-offs made in making the selection.

#### **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 (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.

#### **5. 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.

#### **6. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)**

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

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

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

- (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and



(2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

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

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

## **7. INSPECTION OF SERVICES**

The Inspection of Services–Fixed Price (AUG 1996) (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.

## **8. 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.

## **9. RESPONSIBILITIES OF THE ORDERING ACTIVITY**

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

## **10. INDEPENDENT CONTRACTOR**

All IT Services performed by 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.

## **11. ORGANIZATIONAL CONFLICTS OF INTEREST**

a. Definitions.

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

“Contractor and its affiliates” and “Contractor or its affiliates” refers to 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.

## **12. 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.

## **13. PAYMENTS**

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

## **14. RESUMES**

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

## **15. INCIDENTAL SUPPORT COSTS**

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

## **16. APPROVAL OF SUBCONTRACTS**

The ordering activity may require that 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.

## **17. DESCRIPTION OF IT SERVICES AND PRICING**

Labor category descriptions and the hourly rates offered for IT Services for SIN 132-51 are provided in the pricelist.



# SIN 132-51 PRICELIST

## PRICELIST LABOR CATEGORY DESCRIPTIONS

CLIN	LABOR CATEGORY TITLE/LABOR CATEGORY DESCRIPTION
1. 5001 Series	CRM Developer
<p><b>SUMMARY DESCRIPTION</b>  Support CRM Application. Develop and modify Oracle Forms and Reports. Write PL/SQL code to support major conversion effort. Provides technical support in the design, installation, implementation, operation and maintenance of Oracle 7/8 RDBMS and UNIX servers. Prepares technical approach recommendations. Evaluates and recommends hardware/software enhancements as appropriate. Configures Oracle database and UNIX parameters. Troubleshoots configuration and database server integration problems. Develops technical and feasibility analyses. Monitors system and database processes. Designs and enhances the system and database environment on various servers. Optimizes system and database performance. Provides technical training for hardware and software systems directly related to the database. Provides operational support. Must work independently.</p> <p><b>Minimum Qualifications:</b>  Five years of progressive systems analysis, design and programming experience. Three years serving as a technical resource or developer for large development projects encompassing all phases of the systems development life. Three years of experience in performing complex analysis, design, development, testing and implementation of web-based computer systems utilizing products/languages such as HTML, XML, ASP, JSP, application servers, and component-based architectures. Six months experience with Oracle eBusiness Suite 11i products. Desired Qualifications: Experience with Oracle CRM. Strong troubleshooting and written communications skills. Government/Federal Experience.</p>	
2. 5002 Series	Database Administrator
<p><b>SUMMARY DESCRIPTION</b>  Leads and plans complex database design, development, implementation, administration, tuning, and backup and recovery for assigned project. Must have working knowledge of more than one relational database systems, such as Oracle and DB2. Works with system architects and system administrators on design, development and support issues. Ensures change management and defined database standards and procedures are followed. Mentors other DBA/Developers on the team. May work directly with customer representative to obtain and refine functional requirements.</p> <p><b>PRIMARY DUTIES AND RESPONSIBILITIES</b></p> <ul style="list-style-type: none"> <li>Assists with Database development related tasks. Supports and assists software presentation/ middle tier developers with their development needs.</li> <li>To the best of his/her knowledge, make sound design decisions about what should the tables, indexes, tablespaces, databases look like to support complex application needs Mentors DBA(s) and Associate DBA(s).</li> <li>Responsible for coming up with solutions and planning for loading data, interfacing with other systems, tuning memory structures, storage parameters, and physical database tuning. Responsible for taking requirements from customer/project manager(s) and writing complex to very complex PL/SQL procedures, triggers, and packages.</li> <li>Knowledge of NT/UNIX/Mainframe and understanding of C/Pro*C is a plus.</li> <li>Responsible for coordinating developer and DBA resources needed to quickly resolve operational problems.</li> </ul> <p><b>QUALIFICATIONS</b>  Requires a BA/BS and a minimum of 5 years' experience in database design, development, and maintenance. Proficiency required in one of the latest three releases of the Oracle RDBM server, SqlPlus, Oracle Designer, Oracle Enterprise Manager, SQL Loader, Import/Export utilities, Oracle Networking (SqlNet, or Net8). Deep understanding of RDBMS low-level processes is a must. Is able to work alone or in a team environment and</p>	



CLIN	LABOR CATEGORY TITLE/LABOR CATEGORY DESCRIPTION
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should possess good oral and written communication skills. Be able to work with a minimal amount of direction while being pro-active in keeping their management informed of project related issues.

<b>3.</b>	<b>5003 Series</b>	<b>Database Analyst</b>
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**SUMMARY DESCRIPTION**

Works directly with senior team members, Software Engineers, and Team/Technical Leads to provide database design, development, administration and software application implementation support. Responsible for database design, development, tuning, ETL, and back-up and recovery. Requires strong understanding of database coding and DBA tools. Should be able to write 500 to 3000 lines of database Code. Should be able to maintain and administer databases, using tools provided by the database vendor. Job duties include requirements gathering, design and maintenance documentation, following CM processes and working with other Team members. This individual will install and upgrade Oracle; create and maintain development, test, and production databases; create users, tables, tablespaces, triggers, and stored procedures; develop SQL, PL/SQL, and Unix shell scripts to automate DB tasks; duplicate existing databases; perform exports and imports; troubleshoot problems; implement cold and hot backup and recovery procedures; tune for performance; estimate space needed for new or expanded databases. Must have basic knowledge of UNIX and NT administration commands and tools. Ensures change management and defined database standards and procedures are followed. May work directly with customer representative to obtain and refine functional requirements. Satisfies requirements to completion date, and performs unit and integration tests for products developed. Must have good communication and team oriented skills. May work independently on specific projects.

**PRIMARY DUTIES AND RESPONSIBILITIES**

- Assist the Manager, Team Lead and/or the Project Manager with Database development and administration related tasks. Supports and assists software presentation/middle tier developers with their development needs and is a liaison between multiple functional and system administrative personnel.
- To the best of his/her knowledge, makes sound design decisions about what should the tables, indexes, tablespaces, databases look like to support the application needs and ask "why this way?" questions from the developers about their design suggestions before doing the development work. Is responsible for the documenting database requirements and design and working closely with the Technical Lead on design and development issues.
- Works with Senior Developers/DBA Analysts to come up with solutions for loading data, interfacing with other systems, tuning memory structures, storage parameters, and physical database tuning. Responsible for taking requirements from customer/project manager(s) and writing complex PL/SQL procedures, triggers, and packages. Responsible for making sure that CM processes and database standards are followed to achieve quality results.
- Performs design/code reviews to make sure that the design/code adheres to customers standards and meets industry's best practices.
- As part of a job function, may be asked to be responsible for all CM and QA activities related to database software releases.
- May be asked to perform UNIX and NT administration, when applicable.
- Responsible for coordinating developer and DBA resources needed to quickly resolve operational problems.

**QUALIFICATIONS**

Requires BA/BS or equivalent and a minimum of 2 to 4 years' experience in database design, development, maintenance and administration. Proficiency required in one of the latest three releases of the Oracle RDBM server, SQLPlus, Oracle Designer, Oracle Enterprise Manager, SQL Loader, Import/Export utilities, Oracle Networking (SQLNet, or Net8). Is able to work alone or in a team environment and should possess good oral and written communication skills. Be able to work with a minimal amount of direction while being pro-active in keeping their management informed of project related issues. Knowledge of NT/UNIX is a must and understanding of Java, C/Pro\*C is a plus.



CLIN	LABOR CATEGORY TITLE/LABOR CATEGORY DESCRIPTION
4. 5004 Series	Network Administrator

**SUMMARY DESCRIPTION**

Network engineer to provide support to corporate LAN, with responsibility for engineering support and problem resolution. Environment is Windows NT/2000 with multiple servers and workstations on a LAN/WAN.

**PRIMARY DUTIES AND RESPONSIBILITIES**

- Provides network technical support for corporate LAN and troubleshoots network problems.
- Installs and maintains PC hardware and software to allow LAN users to access the network.
- Coordinates network vendor support activities.
- Creates and maintains accurate network documentation and disaster recovery plan.
- Monitors network performance and security. Designs or changes network configuration to better network performance.
- Provides support for application programmers and other LAN users.
- Researches new technologies that may increase corporate productivity or provides better service to the company as a whole.
- Takes a proactive approach to resolving network hardware and software problems quickly and efficiently with minimal impact to end-users in the office.
- Installs, configures and integrates new or upgraded software to existing network and/or desktop using SMS.
- Utilizing accepted information technology practices, configures, tests, and implements functional improvements to the network.
- Develops and keeps network and other network-related documentation current, accurate and available for use by other Information Technology personnel.

**QUALIFICATIONS**

Bachelor's Degree in MIS, CIS, Computer Science, or a computer related field. Five (5) years of experience administering MS Windows 98/NT/2000/XP.

**SPECIFIC SKILLS**

- Strong interpersonal and communication skills
- Network administration experience (routers, switches, etc.)
- Microsoft Windows 2000, NT, XP networking and server administration
- Active Directory experience is required.
- DHCP, MS Exchange, MS Active Directory
- Veritas backup software
- MCSE 2000 Certification is preferred
- Remote support and VPN skills
- Extensive knowledge and experience with Dell Servers, Desktops and Laptops
- Firewall Administration is required. Experience with Sonic Wall is preferred
- Web Administration for: MS Internet Information Server 5.0 (IIS), MS SQL Server 2000, Oracle 8.1.6, and Cold Fusion Server.
- Experience writing VBScripts for central distribution is a plus

5. 5005 Series	Principal Developer
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**SUMMARY DESCRIPTION**

Designs, develops, implements, and maintains complex to very complex database systems. Has a high degree of expertise in requirements analysis, program and system design, and database design, programming techniques, data/access/retrieval coding, performance engineering, replication, clustering, and problem solving abilities. Must have working knowledge of more than one relational database system, such as Oracle, DB2, Sybase, Informix, and Access. Works with Team Leads, database team members, software engineers, system administrators and technical architects on design, development and support issues. Coaches and mentors other database team members on functional and technical understanding and design and administration strategy. This individual will install and upgrade Oracle; create and maintain development, test, and production databases; create users, tables,



CLIN	LABOR CATEGORY TITLE/LABOR CATEGORY DESCRIPTION
	<p>tablespaces, triggers, and stored procedures; develop SQL, PL/SQL, and Unix shell scripts to automate DB tasks; duplicate existing databases; perform exports and imports; troubleshoot problems; implement cold and hot backup and recovery procedures; tune for performance; estimate space needed for new or expanded databases. Ensures change management and defined database standards and procedures are followed and requirements and design is documented. May work directly with customer representative to obtain and refine functional requirements. Satisfies requirements to completion date, and performs unit and integration tests for products developed. Prepares detailed requirements, design, and test case documentation with minimal, if any, input needed from the Developer/DBA Analyst Team Lead or Manager, Development/Database Engineering. Must have good communication and team oriented skills. May work independently on specific projects.</p> <p><b>PRIMARY DUTIES AND RESPONSIBILITIES</b></p> <ul style="list-style-type: none"> <li>Assists the Developer/DBA Analyst Team Lead or Manager, Development/Database Engineering /team members with design, development, and administration related tasks.</li> <li>Responsible for providing full support and coaching and mentoring development team members.</li> <li>Responsible for gathering requirements, working closely with the project team members, team leads and customer and creating detailed design and requirements documents with logic to help team members understand the requirements and design.</li> <li>Briefs customer, Team/Tech Lead and/or Manager, Development/Database Engineering and team members on the proposed design.</li> <li>Responsible for guiding the team members on the coding, design, tuning and administration issues.</li> <li>Responsible for providing estimates for the database growth and suggesting hardware needs for the database.</li> <li>Performs design/code reviews to make sure that the design/code adheres to customers standards and meets industry's best practices.</li> <li>Responsible for coordinating developer and DBA resources needed to quickly resolve operational problems.</li> <li>As part of a job function, may be asked to be responsible for all CM and QA activities related to database software releases.</li> <li>May be asked to perform UNIX and NT administration, when applicable.</li> <li>Responsible for following the CMM processes, procedures and database standards to achieve quality assurance. Responsible for creating design and test documents, sizing tasks and completing tasks on-time.</li> </ul> <p><b>QUALIFICATIONS</b></p> <p>Requires BA/BS or equivalent and a minimum of 4 to 6 years' experience in database design, development, maintenance and administration. Proficiency required in latest 3 releases of Oracle RDBM server, SQLPlus, Oracle Designer, Oracle Enterprise Manager, SQL Loader, Import/Export utilities, Oracle Networking (SQLNet, or Net8). Deep understanding of RDBMS low-level processes is a must. Is able to work alone or in a team environment and should possess good oral and written communication skills. Be able to work with a minimal amount of direction while being pro-active in keeping their management informed of project related issues. Knowledge of NT/UNIX and/or Mainframe is a must and understanding of JAVA/C/Pro*C is a plus.</p>
6.	5006 Series Project Allocated Support
	<p><b>SUMMARY DESCRIPTION</b></p> <p>Responsible for coordinating document management, change management, and project planning, tracking and reporting. Performs administration of Microsoft Project Schedule and other tools for change and configuration management. Generates project status and progress reports, coordinates change control process and develops project-specific documentation.</p> <p><b>PRIMARY DUTIES AND RESPONSIBILITIES</b></p> <ul style="list-style-type: none"> <li>Develops and maintains library system for storage, retrieval and tracking of project deliverables and other work products, including all project documentation.</li> <li>Develops and maintains project change management documentation, including plans, policies, procedures, manuals and reports.</li> </ul>



CLIN	LABOR CATEGORY TITLE/LABOR CATEGORY DESCRIPTION
	<ul style="list-style-type: none"> <li>• Develops detailed process flows and other diagrams using MS-Visio and other process flow tools.</li> <li>• Assists program and project managers in development and maintenance of project work breakdown structure, resource schedules, and work package assignments using Microsoft Project and other project planning and tracking tools.</li> <li>• Assists program and project managers with gathering and tracking software size, effort and cost estimates. Monitors work package task completion status.</li> <li>• Prepares regular reports of project progress and project status.</li> <li>• Responsible for project meeting management. Prepares and facilitates agenda and documents and distributes meeting minutes.</li> </ul> <p><b>QUALIFICATIONS</b> Requires BA/BS and a minimum of 1-3 years related experience. Experience with project planning and control techniques including WBS development, schedule development and control, and progress reporting is required. Must have ability to facilitate discussion, organize information quickly, write and edit documents according to established guidelines, create work flow and process diagrams, and work in a fast-paced, sometimes stressful, environment.</p>
7.	5007 Series Project Leader
	<p><b>SUMMARY DESCRIPTION</b> A senior technical individual who leads multiple development efforts. Has overall responsibility for design, development, implementation, and maintenance complex software systems. Guides the technical and design direction for the efforts of several Software Engineers. Work with PM/Project Manager to prepare planning, resourcing, and reporting on the efforts of their assigned team members. Has a high degree of expertise in analysis, design, programming, data/access/retrieval and problem solving abilities. Works directly with Project Manager and/or customer’s designated subject matter experts to accomplish overall project goals. May have one or more task assignments to complete at any one time.</p> <p><b>PRIMARY DUTIES AND RESPONSIBILITIES</b></p> <ul style="list-style-type: none"> <li>• Provides technical leadership in designing, modifying, developing, writing and implementing complex software programming applications. Applies standard development procedures and a detailed knowledge of the application being developed.</li> <li>• Works directly with customer’s designated subject matter expert(s) and Project Manager to obtain requirements for new application development and improvements to existing applications. May make presentations to the customer on task related matters.</li> <li>• Responsible for obtaining individual task estimates and resource requirements. Works with Project Manager to finalize.</li> <li>• Responsible for gathering time reports used to bill and/or status reports to customer.</li> <li>• Provides team leadership to document complex specifications and system architecture with minimal input from Project Manager.</li> <li>• Participates in the testing process through applying fundamental unit testing concepts to programs developed.</li> <li>• Produces requirement, user guide, test-case and system design documentation.</li> <li>• Performs code reviews of others work to ensure company/customer defined processes, methods, and standards are being followed. Communicate changes and follow through with other developers to verify suggestions are implemented.</li> <li>• Provides task leadership and mentoring to software engineering staff. Evaluate team member performance and work with Project Manager to structure rewards, training needs, or performance improvement approaches.</li> </ul> <p><b>QUALIFICATIONS</b> Minimum of 4 years’ experience in the development of increasingly complex computer software user business functionality. Demonstrate the ability to lead other team members in accomplishing customer deliverables. BS degree.</p>



CLIN	LABOR CATEGORY TITLE/LABOR CATEGORY DESCRIPTION
8. 5008 Series	Senior Developer

**SUMMARY DESCRIPTION**

Leads and plans complex database design, development, implementation, administration, tuning, ETL, and backup and recovery for assigned project(s). Should be able to write up to 5000 lines of complex database code in one package. Must have working knowledge of more than one relational database system, such as Oracle, DB2, Sybase, Informix, and Access. Works with Team Leads, database team members, software engineers and system administrators on design, development and support issues. Coaches and mentors other database team members on functional and technical understanding and design and administration strategy. Job duties include requirements gathering, design and maintenance documentation, following CM processes and working with other Team members. This individual will install and upgrade Oracle; create and maintain development, test, and production databases; create users, tables, tablespaces, triggers, and stored procedures; develop SQL, PL/SQL, and Unix shell scripts to automate DB tasks; duplicate existing databases; perform exports and imports; troubleshoot problems; implement cold and hot backup and recovery procedures; tune for performance; estimate space needed for new or expanded databases. May work directly with customer representative to obtain and refine functional requirements. Satisfies requirements, meets agreed to completion date, and performs unit and integration tests for products developed. Must have good communication and team oriented skills. May work independently on specific projects.

**PRIMARY DUTIES AND RESPONSIBILITIES**

- Assists the Manager, DBA/Team Lead and/or the Project Manager with Database development, administration, and tuning and long-term strategy related tasks. Supports and assists software presentation/ middle tier developers with their development needs and is a liaison between different groups supporting the infrastructure.
- Responsible for gathering requirements, working closely with the project team members, team leads and customer and creating detailed design and requirements documents with logic to help team members understand the requirements and design.
- Briefs customer, Team/Tech Lead and/or Manager, Development/Database Engineering and team members on the proposed design.
- Responsible for coming up with solutions and planning for loading data, interfacing with other systems, tuning memory structures, storage parameters, and physical database tuning.
- Responsible for taking requirements from customer/project manager(s) and writing complex to very complex PL/SQL procedures, triggers, and packages.
- Responsible for making sure that the CM processes and database standards are followed to achieve quality results.
- Performs design/code reviews to make sure that the design/code adheres to customers standards and meets industry's best practices.
- Ensures that TPRs, SCRs, and ECRs assigned to him/her are completed in a timely manner based on their priorities.
- As part of a job function, may be asked to be responsible for all CM and QA activities related to database software releases.
- May be asked to perform UNIX and NT administration, when applicable.
- Responsible for coordinating developer and DBA resources needed to quickly resolve operational problems.

**QUALIFICATIONS**

Requires BA/BS or equivalent and a minimum of 3 to 5 years' experience in database design, development, maintenance and administration. Proficiency required in one of the latest three releases of the Oracle RDBM server, SQLPlus, Oracle Designer, Oracle Enterprise Manager, SQL Loader, Import/Export utilities, Oracle Networking (SQLNet, or Net8). Deep understanding of RDBMS low-level processes is a must. Is able to work alone or in a team environment and should possess good oral and written communication skills. Be able to work with a minimal amount of direction while being pro-active in keeping their management informed of project related issues. Knowledge of NT/UNIX is a must and understanding of Java/Pro\*C is a plus.



CLIN	LABOR CATEGORY TITLE/LABOR CATEGORY DESCRIPTION	
9.	5009 Series	Senior Technical Writer
<p><b>SUMMARY DESCRIPTION</b> Writes, rewrites, reviews, edits, and maintains technical material such as functional requirements, system design documents (SDD), guides, manuals, and other documentation as necessary. Coordinates efforts between the different software development groups in preparing project specific documentation. Experienced in preparing original text based on technical data provided and interviews. Provides graphic design, content organization, and layout for desktop publishing. Works under the general supervision of the Technical Writing Manager.</p> <p><b>PRIMARY DUTIES AND RESPONSIBILITIES</b></p> <ul style="list-style-type: none"> <li>• Creates document templates for all project documents.</li> <li>• Develops project documentation according to standards outlined in the assigned project's Documentation Standard Policy.</li> <li>• Creates process flows and workflows defining all elements of project processes.</li> <li>• Creates presentations, as requested, for the customer.</li> <li>• Creates system evaluation forms and system metrics forms for the customer.</li> <li>• Writes and maintains System Requirements, System Design documents, Users Manuals, Training Guides, Frequently Asked Questions (FAQs), Standards, and Guidelines for an assigned project.</li> <li>• Creates online help systems using RoboHelp for Web applications.</li> <li>• Creates, edits, and alters all screenshots used in project end-user and requirements documentation.</li> <li>• Assigns technical writing tasks to technical writers. This includes overseeing progress and evaluating documentation quality.</li> <li>• Reviews, cross checks, edits, and approves all documentation written to assigned technical writers before release.</li> <li>• Trains and mentors technical writers.</li> <li>• Trains customers, as necessary, on project applications.</li> <li>• Performs testing, as required, on project applications.</li> </ul> <p><b>QUALIFICATIONS</b></p> <p><b>Education/Experience:</b> BA/BS Degree in Journalism, English, Education, Liberal Studies, Computer Science, Technical Communications, or related field.</p> <p>Five (5) years of technical writing experience.</p> <p><b>Software:</b> RoboHelp, MS Office Suite (intermediate to advanced), Adobe Acrobat, PhotoShop, Visio, MS FrontPage, and Familiarity working in a Windows NT environment. Some knowledge of HTML is helpful.</p> <p><b>Required Skills:</b> Ability to create and implement solutions; interpret complex information; quickly internalize complex technical concepts; quickly learn new software packages; use independent and discretionary judgment; interview developers and/or engineers to successfully glean information; facilitate discussion; organize information quickly and efficiently; research and analyze new and existing concepts; write and edit copy according to established company guidelines; create work flow and process diagrams; develop usability tests and processes; research and adhere to industry standards for documentation; work in a fast-paced, sometimes stressful, environment; supervise, train, and mentor junior level writers; and assign work to junior level writers.</p>		
10.	5010 Series	Sr. ADP Technical Specialist
<p><b>General Experience</b> Experience related Relational Database Management Systems (RDBMS) and UNIX Systems Administration, including work on the hardware and software design, development, and implementation of information systems, or has integrated systems in a heterogeneous environment. Experience shall include demonstrated capability: to work independently and provide organizational skills; and excellent oral and written communication skills.</p>		



CLIN	LABOR CATEGORY TITLE/LABOR CATEGORY DESCRIPTION
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**Specialized Experience**

3 yrs.' experience in RDBMS and UNIX System Administration, including but not limited to database design, conceptual analysis, hardware and software installation, configuration, implementation, maintenance, and diagnostic support associated with Oracle 7/8 and UNIX servers in a heterogeneous environment,. Experience shall include providing technical support for an Oracle and UNIX environment that consisted of client/server connections for at least 3 servers and at least 200 clients

**Specific Experience**

Must have demonstrated experience in providing technical support for the design, installation, customization, implementation, and ongoing support of an Oracle 7/8 and UNIX client/server environment under the following operating systems: SUN Solaris UNIX, IBM AIX UNIX, and Windows NT in a heterogeneous environment.

**Duties**

- Support various development efforts as in house subject matter expert on Oracle Application Server for clients Infrastructure Engineering group.
- Design of Oracle Application Server Infrastructure on Sun Solaris web servers.
- Author system standards, technical guidelines and operational documentation.
- Ensure adherence to departmental processing standards.
- Assist in designing and maintaining software applications within the enterprise by authoring proof of concept functionality, authoring prototype applications, and assisting in critical support issues
- Review technical design documentation as required by each project.
- Organize, facilitate and lead technology focused discussions

**Additional Skills/Experience Required:**

- In-depth knowledge of Oracle Application Server Architecture (9iAS/10G). Knowledge of N-Tier architecture, web infrastructure, and web security.
- Prior experience in the design and deployment of a Sun Solaris web server farm/cluster supporting J2EE based applications.
- Proven record in deploying and maintaining Oracle Application Server and J2EE solutions. Must have experience in both business and presentation tiers.
- Possess excellent interpersonal skills (both written and verbal) and strong leadership qualities.
- Excellent system and application tuning skills.

**Additional Skills/Experience Desired:**

- Prior Unix system administration.
- Familiarity with working in a large, complex database environment
- Strong knowledge in Oracle Business Components for Java (BC4J) and JDeveloper
- Experience with Oracle Portal, Web Services, Business Intelligence and Identity Management.
- Oracle Enterprise Manager (OEM)
- Plumtree Products (Portal, Collaboration and Content servers)
- Working knowledge of Oracle eBusiness Suite 11i.
- A high school diploma, or equivalent, is required for all positions. Directly related, progressively more responsive, computer systems experience may be substituted for undergraduate and graduate degrees at the rate of nine months of experience for one academic year of study. A programming certificate from a technical or vocational school is equivalent to two years of undergraduate study or an AA/AS degree at an accredited college or university for 18 months of experience."

<b>11.</b>	<b>5011 Series</b>	<b>Sr. Consulting Specialist</b>
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**General Experience**

General ADP experience, including experience providing technical support for Relational Database Management Systems (RDBMS) and related software. Experience shall include demonstrated capability: to work independently and provide technical leadership to more junior staff; and good oral and written communication skills. Experience shall demonstrate progressively more technically complex responsibilities during the candidate's professional career.



CLIN	LABOR CATEGORY TITLE/LABOR CATEGORY DESCRIPTION
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**Specialized Experience**

Two years' experience in RDBMS, including but not limited to database design, conceptual analysis, software installation, configuration, implementation maintenance, and diagnostic support associated with Oracle 7/8. Experience shall demonstrate progressively more technically complex responsibilities during the 2+ years. Experience shall demonstrate that Oracle 7/8 technical design, development and support as primary duties and responsibilities for 1 year. Experience shall include providing technical support for an Oracle environment that consisted of client/server connections for at least 3 servers and at least 200 clients.

**Specific Experience**

Must have demonstrated experience in providing technical support for the design, installation, customization, implementation and ongoing support of an Oracle 7/8 client/server environment under the following operating systems: UNIX and Windows NT. Must have configured and supported SQL\*NET V1 and V2.

**Duties**

- Support various development efforts as in house subject matter expert on Oracle Application Server for clients Infrastructure Engineering group. Design of Oracle Application Server Infrastructure on Sun Solaris web servers. Author system standards, technical guidelines and operational documentation. Ensure adherence to departmental processing standards. Assist in designing and maintaining software applications within the enterprise by authoring proof of concept functionality, authoring prototype applications, and assisting in critical support issues. Review technical design documentation as required by each project.
- Organize, facilitate and lead technology focused discussions

**Additional Skills/Experience Required:**

- In-depth knowledge of Oracle Application Server Architecture (9iAS/10G).
- Knowledge of N-Tier architecture, web infrastructure, and web security.
- Prior experience in the design and deployment of a Sun Solaris web server farm/cluster supporting J2EE based applications.
- Proven record in deploying and maintaining Oracle Application Server and J2EE solutions. Must have experience in both business and presentation tiers. Possess excellent interpersonal skills (both written and verbal) and strong leadership qualities.
- Excellent system and application tuning skills.

**Additional Skills/Experience Desired:**

- Prior Unix system administration.
- Familiarity with working in a large, complex database environment
- Strong knowledge in Oracle Business Components for Java (BC4J) and JDeveloper
- Experience with Oracle Portal, Web Services, Business Intelligence and Identity Management.
- Oracle Enterprise Manager (OEM)
- Plumtree Products (Portal, Collaboration and Content servers)
- Working knowledge of Oracle eBusiness Suite 11i.
- A high school diploma, or equivalent, is required for all positions. Directly related college-level study may be substituted for experience at the rate of one academic year of study for nine months of experience, up to a maximum of four years of study. Directly related, progressively more responsive, computer systems experience may be substituted for undergraduate and graduate degrees at the rate of nine months of experience for one academic year of study. A programming certificate from a technical or vocational school is equivalent to two years of undergraduate study or an AA/AS degree at an accredited college or university for 18 months of experience."

12.	5012 Series	Sr. Principal Consulting Specialist
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**Basic Duties:**

Analyze, design and configure workflow components for Oracle Applications 11i implementation. Provide development in support for enhancement so clients Account receivables system. Configure process flows, interfaces. Develop gap analysis. Provides direction and mentorship to junior team members.



CLIN	LABOR CATEGORY TITLE/LABOR CATEGORY DESCRIPTION	
	<p><b>Required Skills:</b> 8 years IT experience, with at least 3 years using Oracle Workflow within Oracle Applications/E-Business Suite 11i. Proven expertise in developing complex PL/SQL programs, interfaces and data conversions. Extremely strong skills in Oracle Workflow in an 11i environment. Team player with the ability to analyze and solve complex problems.</p> <p><b>Desired Skills:</b> Prior experience supervising a team a developers. Excellent written and verbal communication skills. Understanding of Oracle Technologies (Discoverer, Forms, Reports, Portal, RDBMS).</p> <p>Required levels of education are stated in the “Education” section of each job description. A high school diploma, or equivalent, is required for all positions. Directly related college-level study may be substituted for experience at the rate of one academic year of study for nine months of experience, up to a maximum of four years of study. Directly related, progressively more responsive, computer systems experience may be substituted for undergraduate and graduate degrees at the rate of nine months of experience for one academic year of study. A programming certificate from a technical or vocational school is equivalent to two years of undergraduate study or an AA/AS degree at an accredited college or university for 18 months of experience.”</p>	
13.	5013 Series	Systems Administrator (Unix)
<p><b>SUMMARY DESCRIPTION</b> Install, configure and maintain operating system software, applications, application development environments and utilities.</p> <p>Responsible for server hardware installation, maintenance, problem resolution, failure recovery, performance tuning, configuration and optimization issues. Perform systems backups and system restores (Veritas NetBackup). Work off hours when needed and support a 24x7 on-call rotation.</p> <p>Write and maintain scripts (shell, Korn, Perl or Python). Experience with Oracle RDBMS, Oracle Application Server and Oracle 11i is a plus.</p> <p><b>Minimum Qualifications:</b></p> <ul style="list-style-type: none"> <li>• More than 2 years’ experience as UNIX system administrator, Solaris Preferred.</li> <li>• Configuration, implementation and support of Veritas NetBackup, Veritas Volume Manager and a solid understanding of RAID are required. Must have strong troubleshooting abilities, with experience resolving hardware, operating system, and software issues. Must be able to write and maintain scripts (shell, Korn, Perl or Python). Configuration, implementation and support of Veritas Volume Manager and a solid understanding of RAID are required. Experience shall include providing technical support for a UNIX environment that consisted of client/server connections for at least 3 servers and at least 200 clients.</li> </ul> <p><b>Desired Qualifications:</b></p> <ul style="list-style-type: none"> <li>• Understanding of SAN technology and storage management.</li> <li>• Self-motivated, does not require daily management in order to get assignments completed.</li> <li>• B.S. Degree in Computer Science or Computer Systems Engineering is a plus</li> <li>• Experience in building, configuring and upgrading Sun volume class servers</li> </ul>		
14.	5014 Series	Systems Engineering
<p><b>SUMMARY DESCRIPTION</b> Provides overall technical direction for large-scale or multiple application development programs. Has significant responsibility for system hardware, software and network architecture designs. Works directly with the Integration/Program manager and customer’s designated project leader(s) to accomplish overall project goals. In addition to guiding the technical and design direction for the efforts of a team of Software Engineers, is responsible for planning, resourcing, and reporting on the efforts of team members. Has past expertise in analysis,</p>		



CLIN	LABOR CATEGORY TITLE/LABOR CATEGORY DESCRIPTION
	<p>design, programming, data/access/retrieval and problem solving abilities. Is responsible for quality assurance, oversight of team member’s products and enforcement of Software Development Plan and procedures.</p> <p><b>PRIMARY DUTIES AND RESPONSIBILITIES</b></p> <ul style="list-style-type: none"> <li>Assists in setting up the technological direction for large scale project(s). Is responsible for providing Enterprise solutions as Systems Architect and being able to provide high level as well as low level technical leadership.</li> <li>Responsible for setting certain design policies for individual projects and responsible for providing estimates for the program growth and suggesting hardware needs for the program. Responsible for dealing with the Security issues for the Enterprise</li> <li>Responsible for scheduling, prioritizing and estimating efforts and budgeting the Engineering hours.</li> <li>Responsible for career planning and mentoring and helping the team members achieve their professional goals.</li> <li>Responsible for filling in for DBA/Developers and Systems Administrators on the design, development, and maintenance efforts.</li> <li>Responsible for setting up standards, processes, and procedures related to DB management that accomplish and maintain SEI/CMM level 2/3 ratings.</li> <li>Responsible for Infrastructure planning, logistics and deployment.</li> <li>Responsible for working directly with customer project leader(s) and assisting them with technical support and leadership.</li> <li>Responsible for looking for new technology solutions for projects. Responsible for coordinating developer and DBA/Systems Administrator resources needed to quickly resolve operational/functional problems.</li> </ul> <p><b>QUALIFICATIONS</b></p> <p>Requires a BA/BS and a minimum of 5 years’ experience in application design, development, maintenance, and management leadership skills. Deep understanding of new emerging technologies, the bigger picture for the Enterprise, networking and Security issues, RDBMS and Operating System low level processes is a must. Is able to work alone or in a team environment and should possess good oral and written communication skills. Be able to work with a minimal amount of direction while being pro-active in keeping their management informed of project related issues.</p>
15.	<p><b>5015 Series</b>      <b>Web Developer</b></p>
	<p>Designs, develops, and implements software packages for web sites. Troubleshoots, debugs and implements software code. May require a bachelor's degree in a related area and at least 2 years of experience in the field or in a related area. Has knowledge of standard concepts, practices, and procedures within a particular field (i.e., SQL, C++, HTML, CGI and JavaScript). Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a project leader or manager. A certain degree of creativity and latitude required.</p>
16.	<p><b>5016 Series</b>      <b>WebCEO Software Consultant</b></p>
	<p><b>SUMMARY DESCRIPTION</b></p> <p>Ultimately responsible for planning, budgeting, resourcing, and reporting on the status of business functionality development. Works directly with senior management and customer’s designated project leader(s) to accomplish overall project goals. In addition to guiding the technical and design direction for efforts of Team Leaders, Technical Team Leaders, and Software Engineers, is responsible for planning, resourcing, and reporting on the efforts of their team members. Has past expertise in analysis, design, programming, data/access/retrieval and problem solving abilities. Has a high degree of expertise in planning, estimating, communicating, and people management skills. Responsible for quality assurance oversight of team member’s products and enforcement of Software Development Plan procedures. Has multiple task assignments to complete at any one time.</p> <p><b>PRIMARY DUTIES AND RESPONSIBILITIES</b></p>



CLIN	LABOR CATEGORY TITLE/LABOR CATEGORY DESCRIPTION	
	<ul style="list-style-type: none"> <li>• Capable of providing overall technical leadership and project of complex software programming applications. Applies standard development procedures and a detailed knowledge of the application being developed.</li> <li>• Works directly with customer’s designated project leader(s) to obtain requirements for new application development and improvements to existing applications. Responsible for making presentations to the customer on program related matters.</li> <li>• Provides leadership and mentoring to Project Managers. Responsible for employee career planning, performance evaluation, and salary review.</li> <li>• Define staff requirements and is responsible for the actual hiring decision.</li> <li>• Responsible for reviewing and approving input to time tracking system.</li> <li>• Prepares, schedules, budgets, and negotiates new tasking with customer representatives.</li> </ul> <p><b>QUALIFICATIONS</b> Minimum of 7 - 8 years of experience in the development of increasingly complex computer software to meet complex business functionality. BS degree.</p>	
17.	5017 Series	WebCEO Senior Consultant
<p><b>SUMMARY DESCRIPTION</b> Designs, develops, implements, and maintains complex software systems. Has a moderate to advanced degree of expertise in requirement analysis, program and system design, and software programming techniques, data/access/retrieval coding and problem solving abilities. Works on assignments that may include complex to very complex user functionality and data storage requirements can be complex to implement, and will result in a medium to large size code module. Reports to a Technical Team Leader or Team Leader. Helps to gather and document user functionality requirements, meets agreed to completion date, and performs unit tests for products developed. Prepares requirements and test case documentation.</p> <p><b>PRIMARY DUTIES AND RESPONSIBILITIES</b></p> <ul style="list-style-type: none"> <li>• Designs, modifies, develops, and implements complex to very complex software programming applications. Applies standard development procedures and their detailed knowledge of the user functionality being developed.</li> <li>• Work closely with Technical Team Leader and user’s business functionality representatives to obtain medium to complex requirements for new application development and improvements to existing applications. Provides documented programming estimates to the Team Leader based upon their assessment of the size of the effort.</li> <li>• Works with Team Leader to design complex to very complex programming specifications. Provides support to system architecture and documents system architecture.</li> <li>• Participates in the testing process through applying fundamental unit testing concepts to programs developed.</li> <li>• Produces requirement, user guide, test case, and system design documentation.</li> <li>• Performs code reviews of other developers’ work to ensure company defined processes, methods, and standards are being followed. Communicate changes and follow through with other developers to verify suggestions are implemented.</li> <li>• Provides leadership and mentoring to Software Engineers and Associate Software Engineers.</li> </ul> <p><b>QUALIFICATIONS</b> 4 or more years of experience in the Software Engineering field or related area. BS degree.</p>		
18.	5018 Series	Senior Consultant
<p><b>SUMMARY DESCRIPTION</b> Has 10-15 years management or technical experience in information technology. Fulfills Senior Management level responsibilities at the consulting firm. Responsible for the supervision of several consultants with expertise in various disciplines who report to them. Has a minimum of Masters level degree or doctorate and managed</p>		



CLIN	LABOR CATEGORY TITLE/LABOR CATEGORY DESCRIPTION	
	<p>significant projects over a number of years in government or commercial sector. Has very specialized level of expertise and is a subject matter expert.</p> <p><b>PRIMARY DUTIES AND RESPONSIBILITIES</b> The Technical Consultant will be the de facto subject matter expert for IT solution development, guiding development activities and providing advisory service on the final deliverable.</p> <p><b>QUALIFICATIONS</b> Master’s degree in Math, Engineering or Computer Science; MS or PhD preferred. Extensive experience with expertise in software development and integration projects. Extensive experience with Web and Enterprise Application Integration architectures, with at least 10 years leading related product development programs or custom solution development. Is able to work alone or in a team environment and should possess good oral and written communication skills. Be able to work with a minimal amount of direction while being pro-active in keeping management informed of project related issues.</p>	
19.	5019 Series	IT Technical Consultant
	<p><b>SUMMARY DESCRIPTION</b> Solves business problems by use of skills, experience, intellectual capital and an integrated set of methodologies. IT Technical Consultants identify new business/technology environment opportunities, align processes to technology using world-class knowledge assets and experts, stay with customers through implementation and team with clients to provide lasting value. They accelerate the competitive performance of clients globally by being their preferred business and IT technology consulting partner, adding value through deep knowledge, skills, resources and experience, often specific to an industry or solution.</p> <p><b>PRIMARY DUTIES AND RESPONSIBILITIES</b> The IT Technical Consultant will be the de facto technical leader for solution development, guiding development activities and reviewing product deliverables for functional, performance, and architectural conformance. They will specify and implement the development platform, methodology, and toolset.</p> <p><b>QUALIFICATIONS</b> Bachelor’s degree in Math, Engineering or Computer Science; MS preferred. Extensive experience with software project management. Extensive experience with Web and Enterprise Application Integration architectures, with at least 2 years leading related product development programs or custom solution development. Significant experience in developing large-scale enterprise business solutions in a multiplatform environment including J2EE and Microsoft technologies; preferred domains are BPM, ECM, and EAI. IBM FileNet product experience is preferred. Provided end-to-end architectural and team leadership for at least one successful product release or custom solution. Expert knowledge and hands-on experience with J2EE, .Net, and Web Services (SOAP, WSDL, UDDI).</p> <p>Solid knowledge of Object Oriented Analysis and Design (OOA/OOD), UML, and RUP. Familiar with industry standard J2EE and .Net frameworks and design patterns. Solid data architecture, RDBMS (Oracle, SQL Server), and XML expertise. Able to adopt and extend industry standard schemas to meet complex internal and interface requirements.</p> <p>Experience with best practice user interface and navigation conventions. Significant experience in physical/implementation architectures to ensure scalable performance. Is able to work alone or in a team environment and should possess good oral and written communication skills. Be able to work with a minimal amount of direction while being pro-active in keeping management informed of project related issues.</p>	
20.	5020 Series	IT Solution Consultant
	<p><b>SUMMARY DESCRIPTION</b> Solves business problems by use of skills, experience, intellectual capital and an integrated set of methodologies. IT Solution Consultants work with clients to define application approaches to automate business processes. They</p>	



CLIN	LABOR CATEGORY TITLE/LABOR CATEGORY DESCRIPTION
	<p>work in partnership with the customer to formulate enterprise-wide business, organizational, information technology strategies and provide advice and counsel on solution development and implementation.</p> <p><b>PRIMARY DUTIES AND RESPONSIBILITIES</b> The IT Solution Consultant will be the de facto technical leader for solution design, technical documentation and reviewing product deliverables for functional, performance, and architectural conformance. They will specify and implement the application platform, methodology, and solution.</p> <p><b>QUALIFICATIONS</b> Bachelor's degree in Math, Engineering or Computer Science; MS preferred. Extensive experience with software project management. Extensive experience with Web and Enterprise Application Integration architectures, with at least 2 years leading related product development programs or custom solution development. Significant experience in developing large-scale enterprise business solutions in a multiplatform environment including J2EE and Microsoft technologies; preferred domains are BPM, ECM, and EAI. IBM FileNet product experience is preferred. Provided end-to-end architectural and team leadership for at least one successful product release or custom solution. Expert knowledge and hands-on experience with J2EE, .Net, and Web Services (SOAP, WSDL, UDDI).</p> <p>Good knowledge of Object Oriented Analysis and Design (OOA/OOD), UML, and RUP. Familiar with industry standard J2EE and .Net frameworks and design patterns. Solid data architecture, RDBMS (Oracle, SQL Server), and XML expertise. Able to adopt and extend industry standard schemas to meet complex internal and interface requirements.</p> <p>Experience with best practice user interface and navigation conventions. Is able to work alone or in a team environment and should possess good oral and written communication skills. Be able to work with a minimal amount of direction while being pro-active in keeping management informed of project related issues.</p>
21.	5021 Series Lead Developer
	<p><b>SUMMARY DESCRIPTION</b> Design and develop products, processes, software systems, or applications that require the use of broad software engineering knowledge and experience to develop solutions for complex systems. Systems can include operating systems/architecture, application software, and user interfaces in high level programming languages. Lead developers are typically involved in strategic design/development projects.</p> <p><b>PRIMARY DUTIES AND RESPONSIBILITIES</b> The Lead Developer designs the technical architecture for and leads the development of business process enterprise software. Leverages his/her exceptional knowledge of object-oriented, web-based development and advanced modeling techniques to implement scalable, multi-tiered applications. The Lead Developer will be the de facto technical leader for solution development, guiding development activities and reviewing product deliverables for functional, performance, and architectural conformance. He/she will specify and implement the development platform, methodology, and toolset. The Lead Developer will lead and mentor team members in key technical and domain disciplines.</p> <p><b>QUALIFICATIONS</b> 10+ years of development experience. 5+ years of Java and enterprise platform development. Experience managing a software application through its complete lifecycle. Extensive experience with Web and Enterprise Application Integration architectures, with at least 2 years leading related application development programs or custom solution development.</p> <p>Significant experience in developing large-scale enterprise business solutions in a multiplatform environment including J2EE and Microsoft technologies; preferred domains are BPM, ECM, and EAI. FileNet product experience is a plus. End-to-end architectural and team leadership for at least one successful custom solution. ERP and legacy system integration experience is a plus.</p> <p>Expert knowledge and hands-on experience with J2EE, .Net, and Web Services (SOAP, WSDL, UDDI). Solid knowledge of Object Oriented Analysis and Design (OOA/OOD), UML, and RUP. Familiarity with industry</p>



CLIN	LABOR CATEGORY TITLE/LABOR CATEGORY DESCRIPTION
	<p>standard J2EE and .Net frameworks and design patterns. Solid data architecture, RDBMS (Oracle, SQL Server), and XML expertise. Able to adopt and extend industry standard schemas to meet complex internal and interface requirements. Experience with best practice user interface and navigation conventions.</p> <p>Significant experience in physical/implementation architectures to ensure scalable performance. Bachelor's degree in Math, Engineering or Computer Science; Masters preferred.</p>
22.	5022 Series Solution Developer
	<p><b>SUMMARY DESCRIPTION</b>            Design and develop software systems or applications that require the use of broad software engineering knowledge and experience to develop solutions for complex systems. Systems can include operating systems/architecture, application software, and user interfaces in high level programming languages. Solution developers are typically involved in application design/development projects.</p> <p><b>PRIMARY DUTIES AND RESPONSIBILITIES</b>            The Solution Developer assists in the design and development of business process enterprise software. Leverages his/her exceptional knowledge of object-oriented, web-based development and advanced modeling techniques to implement scalable, multi-tiered applications. The Solution Developer will be one of a team of solution developers, engaging in development activities and producing component deliverables.</p> <p><b>QUALIFICATIONS</b>            5+ years of development experience. 2+ years of Java and enterprise platform development. Experience developing a software application through its complete lifecycle. Extensive experience with Web and Enterprise Application Integration architectures, with at least 2 years leading related application development programs or custom solution development.</p> <p>Experience in developing large-scale enterprise business solutions in a multiplatform environment including J2EE and Microsoft technologies; preferred domains are BPM, ECM, and EAI. FileNet product experience is a plus. End-to-end architectural and team leadership for at least one successful custom solution. ERP and legacy system integration experience is a plus.</p> <p>Knowledge and hand-son experience with J2EE, .Net, and Web Services (SOAP, WSDL, and UDDI). Solid knowledge of Object Oriented Analysis and Design (OOA/OOD), UML, and RUP. Familiarity with industry standard J2EE and .Net frameworks and design patterns. Solid data architecture, RDBMS (Oracle, SQL Server), and XML expertise. Able to adopt and extend industry standard schemas to meet complex internal and interface requirements. Experience with best practice user interface and navigation conventions.</p> <p>Bachelor's degree in Math, Engineering or Computer Science; Masters preferred.</p>



## Hourly Rates Pricelist By Labor Category

*All Rates are for Government Site and Contractor Site*

*Hourly rates do not reflect prompt payment or BPA discount.*

CLIN	Job Title	1st Year	2nd Year	3rd Year	4th Year	5th Year
5001-9001	CRM Developer	\$61.81	\$64.28	\$66.85	\$69.53	\$72.31
5002-9002	Database Administrator	\$103.43	\$107.57	\$111.87	\$116.35	\$121.00
5003-9003	Database Analyst	\$70.35	\$73.16	\$76.09	\$79.13	\$82.30
5004-9004	Network Administrator	\$80.40	\$83.61	\$86.96	\$90.44	\$94.06
5005-9005	Principal Developer	\$121.89	\$126.76	\$131.83	\$137.11	\$142.60
5006-9006	Project Allocated Support	\$60.22	\$62.63	\$65.13	\$67.73	\$70.45
5007-9007	Project Leader	\$112.26	\$116.75	\$121.42	\$126.28	\$131.33
5008-9008	Senior Developer	\$93.56	\$97.29	\$101.18	\$105.23	\$109.44
5009-9009	Senior Technical Writer	\$65.97	\$68.61	\$71.35	\$74.21	\$77.17
5010-9010	Sr. ADP Technical Specialist	\$79.89	\$83.09	\$86.42	\$89.88	\$93.48
5011-9011	Sr. Consulting Specialist	\$65.83	\$68.46	\$71.19	\$74.04	\$77.00
5012-9012	Sr. Principal Consulting Specialist	\$73.37	\$76.30	\$79.35	\$82.53	\$85.83
5013-9013	Systems Administrator (Unix)	\$62.31	\$64.80	\$67.39	\$70.09	\$72.89
5014-9014	Systems Engineering	\$75.37	\$78.39	\$81.53	\$84.78	\$88.17
5015-9015	Web Developer	\$65.33	\$67.94	\$70.65	\$73.48	\$76.41
5016-9016	WebCEO Software Consultant	\$120.60	\$125.42	\$130.44	\$135.65	\$141.08
5017-9017	WebCEO Senior Consultant	\$145.72	\$151.55	\$157.61	\$163.91	\$170.47
5018-9018	Senior Consultant	*	*	*	*	\$226.69
5019-9019	IT Technical Consultant	*	*	*	*	\$181.35
5020-9020	IT Solution Consultant	*	*	*	*	\$171.28
5021-9021	Lead Developer	*	*	*	*	\$171.28
5022-9022	Solution Developer	*	*	*	*	\$161.21

\*Rates Not Proposed for Years 1 through 4.

1. Rates include local travel only within a 50-mile radius of place of work agreed to by the customer and contractor. Travel outside of this area will be billed separately in accordance with Government Joint Travel Regulations as negotiated with each issuing Agency.
2. Rates include 0.75% GSA Industrial Funding Fee.
3. Yearly rates based on 4.0% inflation factor.



## PROPOSED RATES FOR YEARS 6 THROUGH 10

*(Years 2010 through 2015)*

CLIN	Labor Category	Year 6	Year 7	Year 8	Year 9	Year 10
6001-10001	CRM Developer	\$72.73	\$74.47	\$76.27	\$78.09	\$79.97
6002-10002	Database Administrator	\$121.72	\$124.64	\$127.63	\$130.69	\$133.83
6003-10003	Database Analyst	\$82.79	\$84.77	\$86.81	\$88.89	\$91.02
6004-10004	Network Administrator	\$94.61	\$96.88	\$99.22	\$101.59	\$104.02
6005-10005	Principal Developer	\$143.44	\$146.88	\$150.41	\$154.02	\$157.71
6006-10006	Project Allocated Support	\$70.87	\$72.56	\$74.30	\$76.09	\$77.92
6007-10007	Project Leader	\$132.10	\$135.28	\$138.52	\$141.85	\$145.25
6008-10008	Senior Developer	\$110.08	\$112.73	\$115.43	\$118.20	\$121.04
6009-10009	Senior Technical Writer	\$77.63	\$79.49	\$81.40	\$83.35	\$85.36
6010-10010	Sr. ADP Technical Specialist	\$94.03	\$96.29	\$98.59	\$100.96	\$103.39
6011-10011	Sr. Consulting Specialist	\$77.46	\$79.31	\$81.21	\$83.16	\$85.15
6012-10012	Sr. Principal Consulting Specialist	\$86.33	\$88.41	\$90.53	\$92.70	\$94.92
6013-10013	Systems Administrator (Unix)	\$73.32	\$75.08	\$76.87	\$78.73	\$80.61
6014-10014	Systems Engineering	\$88.69	\$90.82	\$92.99	\$95.23	\$97.52
6015-10015	Web Developer	\$76.86	\$78.71	\$80.59	\$82.52	\$84.51
6016-10016	WebCEO Software Consultant	\$141.91	\$145.31	\$148.80	\$152.37	\$156.03
6017-10017	WebCEO Senior Consultant	\$171.48	\$175.59	\$179.80	\$184.11	\$188.53
6018-10018	Senior Consultant	\$228.03	\$233.50	\$239.10	\$244.83	\$250.71
6019-10019	IT Technical Consultant	\$182.42	\$186.80	\$191.27	\$195.87	\$200.57
6020-10020	IT Solution Consultant	\$172.29	\$176.42	\$180.65	\$184.99	\$189.43
6021-10021	Lead Developer	\$172.29	\$176.42	\$180.65	\$184.99	\$189.43
6011-10022	Solution Developer	\$162.16	\$166.05	\$170.04	\$174.12	\$178.29



## PROPOSED RATES FOR YEARS 11 TO 15

*(11/30/2015 through 11/29/2020) 1.8% year-to-year escalation*

CLIN	Labor Category	Year 11	Year 12	Year 13	Year 14	Year 15
11001-15001	CRM Developer	\$81.41	\$82.88	\$84.37	\$85.89	\$87.44
11002-15002	Database Administrator	\$136.24	\$138.69	\$141.19	\$143.73	\$146.32
11003-15003	Database Analyst	\$92.66	\$94.33	\$96.03	\$97.76	\$99.52
11004-15004	Network Administrator	\$105.89	\$107.80	\$109.74	\$111.72	\$113.73
11005-15005	Principal Developer	\$160.55	\$163.44	\$166.38	\$169.37	\$172.42
11006-15006	Project Allocated Support	\$79.32	\$80.75	\$82.20	\$83.68	\$85.19
11007-15007	Project Leader	\$147.86	\$150.52	\$153.23	\$155.99	\$158.80
11008-15008	Senior Developer	\$123.22	\$125.44	\$127.70	\$130.00	\$132.34
11009-15009	Senior Technical Writer	\$86.90	\$88.46	\$90.05	\$91.67	\$93.32
11010-15010	Sr. ADP Technical Specialist	\$105.25	\$107.14	\$109.07	\$111.03	\$113.03
11011-15011	Sr. Consulting Specialist	\$86.68	\$88.24	\$89.83	\$91.45	\$93.10
11012-15012	Sr. Principal Consulting Specialist	\$96.63	\$98.37	\$100.14	\$101.94	\$103.77
11013-15013	Systems Administrator (Unix)	\$82.06	\$83.54	\$85.04	\$86.57	\$88.13
11014-15014	Systems Engineering	\$99.28	\$101.07	\$102.89	\$104.74	\$106.63
11015-15015	Web Developer	\$86.03	\$87.58	\$89.16	\$90.76	\$92.39
11016-15016	WebCEO Software Consultant	\$158.84	\$161.70	\$164.61	\$167.57	\$170.59
11017-15017	WebCEO Senior Consultant	\$191.92	\$195.37	\$198.89	\$202.47	\$206.11
11018-15018	Senior Consultant	\$255.22	\$259.81	\$264.49	\$269.25	\$274.10
11019-15019	IT Technical Consultant	\$204.18	\$207.86	\$211.60	\$215.41	\$219.29
11020-15020	IT Solution Consultant	\$192.84	\$196.31	\$199.84	\$203.44	\$207.10
11021-15021	Lead Developer	\$192.84	\$196.31	\$199.84	\$203.44	\$207.10
11022-15022	Solution Developer	\$181.50	\$184.77	\$188.10	\$191.49	\$194.94

1. Rates include local travel only within a 50-mile radius of place of work agreed to by the customer and contractor. Travel outside of this area will be billed separately in accordance with Government Joint Travel Regulations as negotiated with each issuing Agency.
2. Rates include 0.75% GSA Industrial Funding Fee.
3. Yearly rates based on 1.8% inflation factor.



**TERMS AND CONDITIONS APPLICABLE TO ELECTRONIC COMMERCE AND SUBSCRIPTION SERVICES (SPECIAL IDENTIFICATION NUMBER 132-52)**

## **1. SCOPE**

The prices, terms and conditions stated under Special Item Number 132-52 Electronic Commerce (EC) Services apply exclusively to EC Services within the scope of this Information Technology Schedule.

## **2. ELECTRONIC COMMERCE CAPACITY AND COVERAGE**

**The Ordering Activity shall specify the capacity and coverage required as part of the initial requirement.**

## **3. INFORMATION ASSURANCE**

- a. The Ordering Activity is responsible for ensuring to the maximum extent practicable that each requirement issued is in compliance with the Federal Information Security Management Act (FISMA)
- b. The Ordering Activity shall assign an impact level (per Federal Information Processing Standards Publication 199 & 200 (FIPS 199, “*Standards for Security Categorization of Federal Information and Information Systems*”) (FIPS 200, “*Minimum Security Requirements for Federal Information and Information Systems*”) prior to issuing the initial statement of work. Evaluations shall consider the extent to which each proposed service accommodates the necessary security controls based upon the assigned impact level. The Contractor awarded SIN 132-52 is capable of meeting at least the minimum security requirements assigned against a low-impact information system (per FIPS 200).
- c. The Ordering Activity reserves the right to independently evaluate, audit, and verify the FISMA compliance for any proposed or awarded Electronic Commerce services. All FISMA certification, accreditation, and evaluation activities are the responsibility of the ordering activity.

## **4. DELIVERY SCHEDULE.**

The Ordering Activity shall specify the delivery schedule as part of the initial requirement. The Delivery Schedule options are found in *Information for Ordering Activities Applicable to All Special Item Numbers*, paragraph 6. *Delivery Schedule*.

## **5. INTEROPERABILITY.**

When an Ordering Activity requires interoperability, this requirement shall be included as part of the initial requirement. Interfaces may be identified as interoperable on the basis of participation in a sponsored program acceptable to the Ordering Activity. Any such access or interoperability with



teleports/gateways and provisioning of enterprise service access will be defined in the individual requirement.

## **6. ORDER**

- a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering electronic services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all electronic 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.

## **7. PERFORMANCE OF ELECTRONIC SERVICES**

The Contractor shall provide electronic services on the date agreed to by the Contractor and the ordering activity.

## **8. RESPONSIBILITIES OF THE CONTRACTOR**

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character.

## **9. RIGHTS IN DATA**

The Contractor shall comply FAR 52.227-14 RIGHTS IN DATA – GENERAL and with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character.

## **10.ACCEPTANCE TESTING**

If requested by the ordering activity the Contractor shall provide acceptance test plans and procedures for ordering activity approval. The Contractor shall perform acceptance testing of the systems for ordering activity approval in accordance with the approved test procedures.

## **11.WARRANTY**

The Contractor shall provide a warranty covering each Contractor-provided electronic commerce service. The minimum duration of the warranty shall be the duration of the manufacturer's commercial warranty for the item listed below:



## **11. Limited Warranty:**

**11.1 Limited Warranty.** Cybermedia Technologies, Inc. warrants to Customer that: (a) Hardware will be free from defects in material and workmanship, and will substantially conform to all material aspects of the Documentation, for a period of ninety days from the later of: (i) installation of the Appliance; or (ii) ten days after the Shipment Date; and (b) Software will substantially achieve the functionality described in the Documentation for a period of ninety days from the later: of (i) installation of the Appliance; or (ii) ten days after the Shipment Date.

**11.2 Exclusions.** The limited warranty set forth in Section 11.1 above will not apply to defects or errors in the Appliance that are caused by: (i) Customer's failure to follow Cybermedia Technologies, Inc.'s environmental, installation, operation or maintenance instructions or procedures in the Documentation; (ii) Customer's mishandling, abuse, misuse, negligence, or improper storage, servicing, or operation of the Appliance (including without limitation use with incompatible equipment); or (iii) modifications, repairs or improper installation not performed by Cybermedia Technologies, Inc..

**11.3 Exclusive Remedy.** Cybermedia Technologies, Inc.'s entire liability and Customer's sole and exclusive remedy with respect to breach of the above warranty will be at Cybermedia Technologies, Inc.'s option: (a) repair of the Product in accordance with the TSSG; (b) replacement of the defective component or entire Appliance, as applicable; or (c) refund of the purchase price paid for the Appliance.

**Disclaimer.** EXCEPT AS EXPRESSLY PROVIDED IN THIS AGREEMENT, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, CYBERMEDIA TECHNOLOGIES, INC. DOES NOT MAKE ANY OTHER WARRANTY OF ANY KIND, WHETHER EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, INCLUDING WITHOUT LIMITATION WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR USE AND NONINFRINGEMENT. CYBERMEDIA TECHNOLOGIES, INC. DOES NOT WARRANT THAT THE OPERATION OF THE APPLIANCE WILL BE ERROR-FREE OR UNINTERRUPTED. THE PRODUCT IS NOT DESIGNED, MANUFACTURED, OR INTENDED FOR HIGH RISK ACTIVITIES.

The warranty shall commence upon the later of the following:

- a. Activation of the user's service
- b. Installation/delivery of the equipment

The Contractor, by repair or replacement of the defective item, shall complete all warranty services within five working days of notification of the defect. Warranty service shall be deemed complete when the user has possession of the repaired or replaced item. If the Contractor renders warranty service by replacement, the user shall return the defective item(s) to the Contractor as soon as possible but not later than ten (10) working days after notification.

## **12.MANAGEMENT AND OPERATIONS PRICING**

The Contractor shall provide management and operations pricing on a uniform basis. All management and operations requirements for which pricing elements are not specified shall be provided as part of the basic service.

## **13.TRAINING**

The Contractor shall provide normal commercial installation, operation, maintenance, and engineering interface training on the system. If there is a separate charge, indicate below:

Not Offered



## 14. MONTHLY REPORTS

In accordance with commercial practices, the Contractor may furnish the ordering activity/user with a monthly summary ordering activity report.

## 14. ELECTRONIC COMMERCE SERVICE PLAN

- (a) Describe the electronic service plan and eligibility requirements.

Nimbus Email Service (NES) is a cost-effective email service built on a reliable and scalable infrastructure to serve our own customer base. With Nimbus NES, you can send transactional email, marketing messages, or any other type of high-quality content to your customers. With Nimbus NES, you have no required minimum commitments.

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- (b) Describe charges, if any, for additional usage guidelines.

Not Offered

- (c) Describe corporate volume discounts and eligibility requirements, if any.

Not Offered



## Monthly Rates Pricelist By Subscription Service

*All Rates are for Government Site and Contractor Site*

*Hourly rates do not reflect prompt payment or BPA discount.*

Service #	Service Name	Service Description	GSA Monthly Price
NES-LITE-25	Nimbus Email Service (NES) Lite (up to 25 users)	Nimbus Email Service (NES) Lite is a pay as you go, and pay for only what you use subscription based (monthly, quarterly, or yearly) email service offered by Cybermedia Technologies Inc. (CTEC). NES Lite provides email sending features which include high deliverability, content filtering, multiple sending interfaces, authentication mechanisms such as DomainKeys, management console, smtp interface, and sending statistics. Email receiving features include mail flow control, highly customizable receipt rules, notifications, and monitoring.	\$95.72
NES-BIZ-100	Nimbus Email Service (NES) Biz (up to 100 users)	Nimbus Email Service (NES) Biz is a pay as you go, and pay for only what you use subscription based (monthly, quarterly, or yearly) email service offered by Cybermedia Technologies Inc. (CTEC). NES Biz provides email sending features which include high deliverability, content filtering, multiple sending interfaces, authentication mechanisms such as DomainKeys, management console, smtp interface, and sending statistics. Email receiving features include mail flow control, highly customizable receipt rules, notifications, and monitoring.	\$287.15



## **USA Commitment to promote Small Business Participation Procurement Programs**

### **PREAMBLE**

CTEC provides commercial products and services to ordering activities. 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 demonstrate our support for awarding contracts and subcontracts to small business concerns.

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

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

To attend business opportunity workshops, minority business enterprise seminars, trade fairs, procurement conferences, etc., to identify and increase small businesses 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 ordering activity contracts. To accelerate potential opportunities please contact:

CTEC, Inc.  
1900 Campus Commons Drive, Suite 100  
Reston, Virginia 20191  
(703) 766-5774



**BEST VALUE BLANKET PURCHASE AGREEMENT**

**FEDERAL SUPPLY SCHEDULE**

**CTEC, Inc.**

In the spirit of the Federal Acquisition Streamlining Act (ordering activity) and (Contractor) enter into a cooperative agreement to further reduce the administrative costs of acquiring commercial items from the General Services Administration (GSA) Federal Supply Schedule Contract(s) \_\_\_\_\_.

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

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

Signatures

\_\_\_\_\_  
Ordering Activity

\_\_\_\_\_  
Date

\_\_\_\_\_  
CTEC, Inc.

\_\_\_\_\_  
Date



BPA NUMBER \_\_\_\_\_

**(CUSTOMER NAME)  
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 activity):

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

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

(2) Delivery:

DESTINATION	DELIVERY SCHEDULES / DATES
_____	_____
_____	_____
_____	_____

(3) The ordering activity estimates, but does not guarantee, that the volume of purchases through this agreement will be \_\_\_\_\_.

(4) This BPA does not obligate any funds.

(5) This BPA expires on \_\_\_\_\_ or at the end of the contract period, whichever is earlier.

(6) The following office(s) is hereby authorized to place orders under this BPA:

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.

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## **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 ordering activity requirements.

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

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

## **Small Business Subcontracting Plan**

CTEC, Inc. is Small Disadvantaged Business; therefore CTEC is not subject to submitting a Small Business Plan. It does however make every effort to use small disadvantaged, women-owned, veteran owned, HubZone, Native American and service connected veteran-owned businesses as a normal course of its business practice.