



**AUTHORIZED FEDERAL
ACQUISITION SERVICE
INFORMATION TECHNOLOGY
SCHEDULE PRICELIST**

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

Special Item No. 132-51 Information Technology Professional Services

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

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

Note 1: All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.

Note 2: Offerors and Agencies are advised that the Group 70 – Information Technology Schedule is not to be used as a means to procure services which properly fall under the Brooks Act. These services include, but are not limited to, architectural, engineering, mapping, cartographic production, remote sensing, geographic information systems, and related services. FAR 36.6 distinguishes between mapping services of an A/E nature and mapping services which are not connected nor incidental to the traditionally accepted A/E Services.

Note 3: This solicitation is not intended to solicit for the reselling of IT Professional Services, except for the provision of implementation, maintenance, integration, or training services in direct support of a product. Under such circumstances the services must be performance by the publisher or manufacturer or one of their authorized agents.

Contract Number: GS-35F-0177V
Period Covered by Contract: February 2, 2014 Through February 1, 2019
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Synectic Solutions, Inc. is a Woman Owned Small Business

- (ii) **CUSTOMER INFORMATION:** The following information should be placed under this heading in consecutively numbered paragraphs in the sequence set forth below. If this information is placed in another part of the Federal Supply Schedule Price List, a table of contents must be shown on the cover page that refers to the exact location of the information.

- 1a. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s).

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

Current Labor Categories	Government Site GSA Rate
Network Engineer II	\$81.25
Principle Hardware Engineer	\$107.19
Principle Software Engineer	\$122.50
Program Manager I	\$86.71
Program Manager III (Contractor Site Rate)	\$112.71
Software Engineer I	\$47.89
Software Engineer II	\$72.12
Technical Writer III	\$72.00
*There is a 10.84% additional charge for work performed at the contractors site.	

The following additions are based on SSI actual invoiced amounts. SSI has provided documentation with this submission that clearly identifies and explains the mapping of best rates to the invoices provided.

Proposed Additional Labor Categories	Government Site GSA Rate
Configuration Management Specialist I	\$61.80
Configuration Management Specialist II	\$97.03
Configuration Management Specialist III	\$102.79
Data Analyst II	\$83.32
Database Programmer III	\$85.91
Data Warehousing Specialist I	\$29.44
Data Warehousing Specialist II	\$42.77
ERP Business/Architectural Analyst II	\$59.29
Financial Analyst II	\$75.46
Graphics Specialist	\$80.18
Information Assurance Officer II	\$74.47
Management Analyst II	\$58.02
Management Analyst III	\$91.97
Network Specialist III	\$97.90
Program Analyst I	\$45.95
Program Analyst II	\$60.90
Program Analyst III	\$73.11
Program Manager II	\$113.78
Project Manager	\$131.28
Quality Assurance Specialist II	\$62.06
Quality Assurance Specialist III	\$83.67
SW Engineer III	\$80.98
Systems Administrator II	\$58.29
Systems Analyst III	\$112.01

Technical Writer II	\$48.31
Technician II	\$55.88
Technician III	\$68.27
Voice Data Communication Engineer II	\$50.01
* There is a 11.31% additional charge for work performed at the contractors site	

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply.

Not applicable. SSI is providing services only.

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

The following additional labor categories are proposed for use by SSI including job titles, experience, functional responsibility and education. These are in addition to the labor categories currently listed under Contract GS-35F-0177V.

Network Engineer II

Functional Responsibility: Assist in the installation and maintenance of network communications. Use knowledge of LAN/WAN systems to install and maintain internal and external networks. Test and evaluate network systems to eliminate problems and make improvements. Perform non-routine duties and tasks. Resolve most questions and problems related to assigned tasks and refer only the most complex issues to higher levels. Test Installation hardware and software to meet specifications. Document installations to include copper and fiber routing indicators according to plan. Program and initialize routing/switch tables to baseline configuration. Test and troubleshoot classified and unclassified network infrastructure. Participate in site surveys and gather information.

Minimum/General Experience:

3 years experience in related field

Minimum Education:

Bachelors Degree

Principle Hardware Engineer

Functional Responsibility: Provide expert consultation in one or more areas for the design, development and implementation of technical products and systems. Recommend alterations and enhancements to improve quality of products and/or procedures. Responsible for all internal activities and product development. Rely on extensive experience and judgment to plan and accomplish goals. Perform a variety of tasks. Perform functions of project manager. May provide consultation on complex projects and is considered to be the top level contributor/specialist. A wide degree of creativity and latitude is expected. May report to an executive or a manager. Conduct engineering analysis. Prepare specifications and other technical data. Provide support for T&E activities. Provide engineering input to logistics, acquisition, and configuration management functions, etc. Review technical documentation, process, and plans and provide engineering recommendations. Prepare and/or evaluate engineering change proposals. Conduct analytical research, and design systems and equipment.

Minimum/General Experience:

10 years experience in related field

Minimum Education:

Masters degree in Engineering

Principle Software Engineer

Functional Responsibility: Design, modify, develop, write, and implement software programming applications. Also, coordinates work teams. Generally manages a group of software developers/ engineers. Relies on experience and judgment to plan and accomplish goals. Typically reports to a senior manager. Perform software programming/software development including data base development, web design, and applications programming. Perform software modeling. Perform software integration and testing. Conduct analysis of system requirements and propose solutions. Perform evaluation of existing systems and recommend upgrades. Perform vulnerability assessments. Maintain and upgrade firewalls. Prepare contingency plans. Analyze, design, and develop complex computer systems software. Participate in the development of test strategies. Plan and evaluate IT systems engineering, development, test and evaluation.

Minimum/General Experience:

10 years experience in related field

Minimum Education:

Bachelors Degree

Program Manager I

Functional Responsibility: Plan and design technical programs and assemble project staffs. Responsible for organizing complex activities for the development, implementation, and maintenance of technical projects. Generally responsible for a program or program(s) on a larger contract, but may also manage a small contract. Ensure that program cost, schedule, and performance objectives are met. Perform program and project management duties using established standards and procedures. Refer complex issues to higher levels of management. Use standardized Project Management reporting tools/documents. Develop/review project plans. Attend technical and program reviews. Establish quality and performance metrics. Manage projects and supervise personnel. Perform cost tracking and review/approve all deliverables. Ensure compliance with applicable ISO 9001:2000 quality initiatives and work instructions. Provide primary interface with government Technical Assistant (TA) and Contracting Officer's Representative (COR) as well as SSI corporate management. Keep TA, COR, and SSI corporate management apprised of current status and any issues affecting. Technical competencies beyond general program management duties may include requirements analysis, technology evaluation, site survey support, configuration management, and test strategies.

Minimum/General Experience:

3 years experience in related field

Minimum Education:

Bachelors Degree

Program Manager III (Contractor Site Rate)

Functional Responsibility: Plan and design technical programs and assemble project staffs. Responsible for organizing complex activities for the development, implementation, and maintenance of technical projects. Responsible for major (i.e., multi-year, multi-million dollar) contract(s). Ensure that program cost, schedule, and performance objectives are met. Duties and tasks reflect substantial variety and complexity. Assignments are broad in nature and usually require originality and ingenuity. May serve as a resource to others in the resolution of complex problems and issues. Develop/maintain Project Management reporting tools/documents. Develop/review project plans. Attend technical and program reviews. Teach/mentor engineering or other disciplines. Establish quality and performance metrics. Manage projects and supervise personnel. Perform cost tracking and review/approve all deliverables. Participate in management initiatives. Develop/update ISO 9001:2000 quality processes and train assigned personnel in ISO 9001:2000 processes and procedures. Provide input to technical proposals. Perform task order marketing. Provide primary interface with government Technical Assistant (TA) and Contracting Officer's Representative (COR) as well as

SSI corporate management. Keep TA, COR, and SSI corporate management apprised of current status and any issues affecting. Technical competencies beyond general program management duties may include requirements analysis, technology evaluation, site survey support, configuration management, and test strategies.

Minimum/General Experience:

10 years experience in related field

Minimum Education:

Bachelors Degree

Software Engineer I

Functional Responsibility: Modify, develop, write and implement software programming applications. Support and/or install software applications/operating systems. Participate in the testing process through test review and analysis, test witnessing and certification of software. Perform duties using established standards and procedures. Resolve routine questions and problems and refer more complex issues to higher levels. Perform software programming/software development including data base development, web design, and applications programming. Perform software modeling. Perform software integration and testing.

Minimum/General Experience:

1 year experience in related field

Minimum Education:

Bachelors Degree

Software Engineer II

Functional Responsibility: Design, modify, develop, write and implement software programming applications. Support and/or install software applications/operating systems. Participate in the testing process through test review and analysis, test witnessing and certification of software. Perform non-routine duties and tasks. Resolve most questions and problems related to assigned tasks and refer only the most complex issues to higher levels. Perform software programming/software development including data base development, web design, and applications programming. Perform software modeling. Perform software integration and testing. Conduct analysis of system requirements and propose solutions. Perform evaluation of existing systems and recommend upgrades.

Minimum/General Experience:

2 years experience in related field

Minimum Education:

Bachelors Degree

Technical Writer III

Functional Responsibility: Write a variety of technical articles, reports, brochures, and/or manuals for documentation for a wide range of uses. May be responsible for coordinating the display of graphics and the production of the document. Duties and tasks reflect substantial variety and complexity. Assignments are broad in nature and usually require originality and ingenuity. May serve as a resource to others in the resolution of complex problems and issues. Plan, develop, write and produce a wide range of technical documentation for electrical, mechanical, electronic, and other devices and systems, including hardware and software, from source data provided. Plan, develop, write and produce technical training materials from source data provided. Interview subject matter experts and gather data necessary to complete projects. Analyze requirements and ensure that requirements are met on schedule. Participate in in-process reviews, validations, and verifications. Maintain quality records for all documentation. Obtain necessary approvals from customers prior to task completion. Coordinate with graphics department and desktop publishing personnel to ensure all formatting requirements are met.

Minimum/General Experience:

5 years experience in related field

Minimum Education:

Bachelors Degree

Configuration Management Specialist I

Functional Responsibility: Provide configuration management planning. Regulate the change process so that only approved and validated changes are incorporated into product documents and related software. Analyze changes in product design to determine the effect on the end product design and function. Identify and isolate configuration items. Track, status, and record change requests in a database. Process Engineering Change Proposals (ECP) and other change documentation. Determine and prepare documentation necessary for configuration change. Review released engineering change data and change documenting activities to ensure adherence to configuration management procedures and policies. Process documentation and software changes. Create and update configuration management policies and procedures. Perform version control on software modules and documentation. Work closely with project managers, engineers, developers, and other team members to produce and maintain a solid configuration system for project. Coordinate with customers and manufacturers to determine a process for change reporting. Attend Project Management meetings to assist the managers in cost and schedule of the upcoming projects. Perform a variety of associated tasks. Prepare status reports. Schedule and conduct status meetings, configuration review board (CRB) meetings, and software build meetings. Work under general supervision. A certain degree of creativity is required.

Minimum/General Experience:

2 years of experience in related field

Minimum Education/Certification:

High school diploma or equivalent (technical training).

Configuration Management Specialist II

Functional Responsibility: Provide configuration management planning. Regulate the change process so that only approved and validated changes are incorporated into product documents and related software. Analyze changes in product design to determine the effect on the end product design and function. Identify and isolate configuration items. Track, status, and record change requests in a database. Process Engineering Change Proposals (ECP) and other change documentation. Determine and prepare documentation necessary for configuration change. Review released engineering change data and change documenting activities to ensure adherence to configuration management procedures and policies. Process documentation and software changes. Create and update configuration management policies and procedures. Perform version control on software modules and documentation. Work closely with project managers, engineers, developers, and other team members to produce and maintain a solid configuration system for project. Coordinate with customers and manufacturers to determine a process for change reporting. Attend Project Management meetings to assist the managers in cost and schedule of the upcoming projects. Perform a variety of associated tasks. Prepare status reports. Schedule and conduct status meetings, configuration review board (CRB) meetings, and software build meetings. Work under general supervision. A higher degree of creativity is required than that for Configuration Management Specialist I.

Minimum/General Experience:

3 years of experience in related field

Minimum Education/Certification:

Bachelor's degree required. Degree may be substituted with any additional six years of related experience.

Configuration Management Specialist III

Functional Responsibility: Provide configuration management planning. Regulate the change process so that only approved and validated changes are incorporated into product documents and related software. Document and demonstrate configuration management theory in status accounting, change control, identification, and audits. Analyze changes in product design to determine the effect on the end product design and function. Identify and isolate configuration items. Track, status and record change requests in a database. Perform physical configuration audits (PCA) and functional configuration audits (FCA). Write project configuration management plans (CMPs). Process Engineering Change Proposals (ECP) and other change documentation. Determine and prepare documentation necessary for configuration change. Review released engineering change data and change documenting activities to ensure adherence to configuration management procedures and policies. Process documentation and software changes. Create and update configuration management policies and procedures. Perform version control on software modules and documentation. Work closely with project managers, engineers, developers, and other team members to produce and maintain a solid configuration system for multiple projects. Coordinate with customers and manufacturers to determine a process for change reporting. Attend Project Management meetings to assist the managers in cost and

schedule of the upcoming projects. Perform a variety of associated complex tasks. Prepare status reports. Schedule and conduct status meetings, configuration review board (CRB) meetings, and software build meetings. Rely on experience and judgment to plan and accomplish goals. Typically reports to a supervisor or manager. A higher degree of creativity is required than that for Configuration Management Specialist I and II.

Minimum/General Experience:

5 years of experience in related field

Minimum Education/Certification:

Bachelor's degree required. Degree may be substituted with any additional six years of related experience.

Data Analyst II

Functional Responsibility: Perform data access analysis design and archive/recovery design and implementation. Develop strategies for data acquisitions, archive recovery, and implementation of a database. Work in a data warehouse environment, which includes data design, database architecture, and metadata repository creation and management. Translate business needs into long-term architecture solutions. Define, design, and build relational databases. Develop data warehousing blueprints, evaluate hardware and software platforms, and integrate systems. Review and develop object and data models and the metadata repository to structure the data for better management, quicker access, and reporting. Work under general supervision.

Minimum/General Experience:

3 years of experience in related field

Minimum Education/Certification:

Bachelor's degree required. Degree may be substituted with any additional six years of related experience.

Database Programmer III

Functional Responsibility: Provide all activities related to the programming and administration of computerized databases. Project long-range requirements for database administration and design in conjunction with other managers in the information systems function. Design, implement, and maintain databases with respect to JCL, access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Conduct quality control and auditing of databases in a client/server environment to ensure accurate and appropriate use of data. Advise users on access to various client/server databases. Apply knowledge and experience with database technologies, development methodologies, and front-end (e.g., COGNOS)/back-end programming languages (e.g., SQL). Perform database programming and support systems design. Manage database dictionaries, overall monitoring of standards and procedures, file design and storage, and integration of systems through database design. Work under general supervision.

Minimum/General Experience:

5 years of experience in related field

Minimum Education/Certification:

Bachelor's degree required. Degree may be substituted with any additional six years of related experience.

Data Warehousing Specialist I

Functional Responsibility: Implements and support data warehousing requirements. Assist in implementing business rules via stored procedures, middleware, or other technologies. Assist in the design, implementation, analysis, and maintenance of database(s). Assist in coordination of the data administration for data warehouse development and maintenance. Facilitate change control, problem management, and communication among data architects, programmers, analysts, and engineers. Maintain database dictionaries and ensure system integration. Review project request describing user needs. Work closely with personnel of internal and/or external organizational units to ascertain requirements such as types of breakouts, degree of data summarization, and format for management reports. Add, delete, and modify data items in database dictionaries. Provide product support and maintenance of the data warehouse. Assist in preparing technical reports, memoranda, and instructional manuals relative to the establishment and functioning of complete operational systems. Perform a variety of associated tasks. Work under general supervision.

Minimum/General Experience:

Zero to two years of related experience

Minimum Education/Certification:

Bachelor's degree required. Degree may be substituted with any additional two years of related experience.

Data Warehousing Specialist II

Functional Responsibility: Design, implement, and support data warehousing requirements. Implement business rules via stored procedures, middleware, or other technologies. Design, implement, analyze, and maintain database(s). Write codes for database access, modifications, and constructions including stored procedures. Coordinate the data administration for data warehouse development and maintenance. Facilitate change control, problem management, and communication among data architects, programmers, analysts, and engineers. Maintain database dictionaries and ensure system integration. Analyze business procedures and problems to refine data for database management. Identify data sources, construct data decomposition diagrams, create data flow diagrams, document data flow process, and write codes for database access, modifications, and constructions including stored procedures. Review project request describing user needs. Work closely with personnel of internal and/or external organizational units to ascertain requirements such as types of breakouts, degree of data summarization, and format for management reports. Add, delete, and modify data items in database dictionaries. Prepare/implement data verification and testing methods for the data warehouse. Provide product support and maintenance of the data warehouse. Assist in preparing technical reports, memoranda, and instructional manuals relative to the establishment and functioning of complete operational systems. Rely on limited experience and judgment to plan and accomplish goals. Perform a variety of associated tasks. Work under minimal supervision.

Minimum/General Experience:

3 years of related experience

Minimum Education/Certification:

Bachelor's degree required. Degree may be substituted with any additional six years of related experience.

ERP Business/Architectural Analyst II

Functional Responsibility: Assist with the development and maintenance of the Enterprise Resource Planning (ERP) program. Customize and configure workflow to allow the integration of client/server applications. Test ERP layout to ensure the system is meeting corporate needs. Work closely with personnel of internal and/or external organizational units to ascertain requirements. Familiar with a variety of the field's concepts, practices, and procedures. Rely on extensive experience and judgment to plan and accomplish goals. Perform a variety of associated tasks. May lead and direct the work of others. A wide degree of creativity is expected. Typically reports to a supervisor or manager.

Minimum/General Experience:

4 years of experience in related field

Minimum Education/Certification:

Bachelor's degree required. Degree may be substituted with any additional six years of related experience.

Financial Analyst II

Functional Responsibility: Provide support in the areas of budget, billing, reporting, and financial management for organizational programmatic and IT related initiatives. Study new technology products, market prices, and other industry-wide IT trends. Conduct financial analysis tasking (e.g., capital versus expense, return on investment, resource allocations, budget preparation, etc.) and special statistical studies. Use statistical software and spreadsheets to analyze gathered data. Develop database queries, spreadsheets, and tracking methods utilized for tracking and reporting purposes. Research erroneous financial data and complete accounting data corrections as required. Develop, maintain, and distribute ad-hoc reports and financial models as needed. Analyze data to determine trend analysis, and appropriate charging for all funding received and executed. Develop spreadsheets and tracking methods utilized for tracking and reporting purposes. Monitor funding and provide corrections to accounting data as required. Work under general supervision.

Minimum/General Experience:

3 years of experience in related field

Minimum Education/Certification:

Bachelor's degree required. Degree may be substituted with any additional six years of related experience.

Graphics Specialist

Functional Responsibility: Produce graphic art and visual materials for promotions, marketing materials, advertisements, films, presentations, engineering drawing packages, technical documentation, and informative and instructional material through a variety of media outlets such as websites and CD-ROMs. Use computer graphic systems to produce graphic sketches, designs, and copy layouts. Set size, color scheme, and style to achieve goals set for finished products. Implement redlines/changes to products. Develop 3D models. Generate, manipulate, and integrate graphic images, animations, sound, text and video generated with automated tools into consolidated and seamless multimedia programs. Develop and maintain website content. A wide degree of creativity and latitude is expected. Work under general supervision.

Minimum/General Experience:

3 years of experience in related field

Minimum Education/Certification:

High school diploma or GED. Associate's degree preferred.

Information Assurance Officer II

Functional Responsibility: This position provides technical and programmatic Information Assurance Services to internal and external customers in support of network and information security systems. Design, develop and implement security requirements within an organization's business processes. Prepare documentation from information obtained from customer using accepted guidelines. Prepare Security Test and Evaluation plans. Provide certification and accreditation support in the development of security and contingency plans and conduct complex risk and vulnerability assessments. Analyze policies and procedures against Federal laws and regulations and provide recommendations for closing gaps. Develop and complete system security plans and contingency plans. Recommend system enhancements to improve security deficiencies. Develop, tests and integrate computer and network security tools. Secure system configurations and install security tools, scan systems in order to determine compliancy and report results and evaluate products and various aspects of system administration. Conduct security program audits and develop solutions to lessen identified risks. Develop strategies to comply with privacy, risk management, and e-authentication requirements. Provide information assurance support for the development and implementation of security architectures to meet new and evolving security requirements. Evaluate, develop and enhance security requirements, policy and tools. Provide assistance in computer incident investigations. Perform vulnerability assessments including development of risk mitigation strategies.

Minimum/General Experience:

At least five years of experience in related field.

Minimum Education/Certification:

Bachelor's degree required. Degree may be substituted with any additional 6 years of related experience or a Master's degree and three to five years of experience. CISSP and Microsoft Windows Certification required.

Management Analyst II

Functional Responsibility: Plan, organize, and conduct research in a variety of areas, such as new or existing IT products and strategic enterprise technology and leading edge technologies. Gather, analyze, and compose technical information. Conduct research and ensure the use of proper technical terminology. Translate technical information into clear, readable documents to be used by technical and nontechnical personnel. Search sources such as reference works, literature, documents, newspapers, statistical records, and other sources of information. Use Internet, Intranet, magazines, periodicals, journals, and other media to perform IT research. Analyze information and statistical data to prepare reports and studies for use by professionals. Communicate with executive, administrative and line management to gather and convey information. Must exercise reasonable degree of judgment and apply practical knowledge and best business practice approach in support of project initiatives and research. Prepare and coordinate briefings, deliverables, and documentation. Plan layout of reports and statistical tables and prepare materials in final form. Assist with the implementation and development of plans, policies, processes, and schedules. Work under general supervision. *This labor category is offered only in conjunction with IT Professional labor categories.*

Minimum/General Experience:

3 years of experience in related field

Minimum Education/Certification:

Bachelor's degree required. Degree may be substituted with any additional three years of related experience.

Management Analyst III

Functional Responsibility: Functional Responsibility: Provide senior level technical analysis and strategic planning support to an IT enterprise or IT support organization. Plan, organize, and conduct research in a variety of areas, such as new or existing IT products, strategic enterprise technology advancements, leading edge technology implementations, and/or technical process enhancements. Research, analyze, and compose technical information. Translate technical information into clear, readable documents and presentations to be used by technical and non-technical personnel. Search on and off line sources such as reference works, technical literature and documents, newspapers and magazines, conferences, statistical records, and other sources of information. Analyze information and statistical data to prepare reports and studies for use by senior technical managers and organizational leadership. Input project implementation work breakdown structures into MS Project or similar software to manage the progress of project milestone activities and schedules. Communicate with executive, administrative, and line management to gather and convey information and schedules. Must exercise reasonable degree of judgment and apply practical knowledge and best business practice approach in support of IT initiatives. Prepare and coordinate IT research and findings briefings, deliverables, and documentation. Assist with the implementation and development of plans, policies, processes, and schedules. May supervise subordinate personnel.

Minimum/General Experience:

5 years of experience in related field

Minimum Education/Certification:

Bachelor's degree required. Degree may be substituted with any additional six years of related experience.

Network Specialist III

Functional Responsibility: Provide technical guidance for directing and monitoring information systems operations. Design, build, and implement network systems. Direct the compilation of records and reports concerning network operations and maintenance. Troubleshoot network performance issues. Analyze network traffic and provide capacity planning solutions. Monitor and respond to technical control facility hardware and software problems. Interface with vendor support service groups to ensure proper escalation during outages or periods of degraded system performance. Manage the purchase, testing, installation, and support of network communications, including LAN/MAN/WAN systems. Perform system-level design and configuration of products including determination of hardware, operating system, and other platform specifications. Perform a variety of systems engineering tasks and activities that are broad in nature and are concerned with major systems design, integration, and implementation, including personnel, hardware, software, budgetary, and support facilities and/or equipment. Provide quality assurance review and the evaluation of new and existing software products. Provide assistance and oversight for all information systems operations activities, including computer and telecommunications/communications operations, data entry, data control, LAN/MAN/WAN administration and operations support, operating systems programming, system security policy procedures, and/or web strategy and operations. Provide desktop and network support for users. Provide input to policy level discussions regarding standards and budget constraints. Supervise all personnel engaged in the operation and support of network facilities, including all communications equipment on various platforms in large scale or multi-shift operations. Supervise network operations, systems security, systems software support, and production support activities. Monitor and respond to hardware, software, and network problems. Provide routine testing and analysis of all elements of the network facilities (including power, software, communications machinery, lines, modems, and terminals). Utilize software and hardware tools and identify and diagnose problems and factors affecting network performance. Troubleshoot network systems when necessary and make improvements to the network. Provide video conferencing installation and maintenance. Attend meetings for network-related status and issues. Typically reports to a supervisor or manager.

Minimum/General Experience:

5 years of experience in related field

Minimum Education/Certification:

Bachelor's degree required. Degree may be substituted with any additional six years of related experience.

Program Analyst I

Functional Responsibility: Provide on-site organizational, contract, project task(s), and IT program analysis support. Design, implement, and maintain databases and spreadsheets used in managing and analyzing organizational, contract, or project task(s) technical requirements. Develop, collect, analyze, monitor, and report operational and program/project data and performance metrics. Develop and maintain information technology materials, equipment,

and production costs and delivery schedules. Assist in developing and maintaining program schedules and work breakdown structures. Assist in the analysis, development, and documentation of standard processing procedures. Utilize office automation, Internet, web site, and computer support resources to analyze, develop, document, consolidate, publish, and distribute program support documentation. Perform a variety of associated tasks for IT program support. Work under general supervision.

Minimum/General Experience:

Requires zero to two years of experience in related field.

Minimum Education/Certification:

Bachelor's degree required. Degree may be substituted with any additional six years of related experience.

Program Analyst II

Functional Responsibility: Provide on-site organizational, contract, project task(s), and IT program analysis support. Design, implement, and maintain databases and spreadsheets used in managing and analyzing organizational, contract, or IT project task(s) technical requirements. Develop, collect, analyze, monitor, and report operational and program/project data and performance metrics. Develop and maintain information technology materials, equipment, and production costs and delivery schedules. Assist in developing and maintaining program schedules and work breakdown structures following standard processing procedures. Utilize office automation, Internet, web site, and computer support resources to analyze, develop, document, consolidate, publish, and distribute program support documentation. Perform a variety of associated tasks. Work with minimal supervision.

Minimum/General Experience:

3 years of experience in related field.

Minimum Education/Certification:

Bachelor's degree required. Degree may be substituted with any additional six years of related experience.

Program Analyst III

Functional Responsibility: Provide senior level on-site organizational, contract, project task(s), and IT program analysis support. Design, implement, and maintain complex databases and spreadsheets used in managing and analyzing organizational, contract, or IT project task(s) technical requirements. Develop, collect, analyze, monitor, and report operational and program/project data and performance metrics. Develop and maintain information technology materials, equipment, and production costs and delivery schedules. Develop and maintain program schedules and work breakdown structures. Analyze, develop, and document standard processing procedures. Utilize office automation, Internet, web site, and computer support resources to analyze, develop, document, consolidate, publish, and distribute program support documentation. Perform a variety of associated tasks supporting IT program management. May supervise and direct the efforts of program support personnel.

Minimum/General Experience:

5 years of experience in related field.

Minimum Education/Certification:

Bachelor's degree required. Degree may be substituted with any additional six years of related experience.

Program Manager II

Functional Responsibility: Plan and design technical programs and assemble project staffs. Responsible for organizing more complex activities for the development, implementation, and maintenance of technical projects. Responsible for larger contract. Ensure that program cost, schedule, and performance objectives are met. Duties and tasks reflect substantial variety and complexity. Assignments are broad in nature and usually require originality and ingenuity. May serve as a resource to others in the resolution of problems and issues. Develop/maintain Project Management reporting tools/documents. Develop/review project plans. Attend technical and program reviews. Some degree of teaching and mentoring for other disciplines. Establish quality and performance metrics. Manage projects and supervise personnel. Perform cost tracking and review/approve all deliverables. Participate in management initiatives. Develop/update ISO 9001:2000 quality processes and train assigned personnel in ISO 9001:2000 processes and procedures. Provide input to technical proposals. Perform task order marketing. Provide primary interface with government Technical Assistant (TA) and Contracting Officer's Representative (COR) as well as SSI corporate management. Keep TA, COR, and SSI corporate management apprised of current status and any issues affecting. Technical competencies beyond general program management duties may include requirements analysis, technology evaluation, site survey support, configuration management, and test strategies.

Minimum/General Experience:

6 years of experience in related field

Minimum Education:

Bachelor's degree required. Degree may be substituted with any additional six years of related experience.

Project Manager

Functional Responsibility: Perform day-to-day management of assigned delivery order projects that involve teams of data processing and other information system and management professionals who are involved in analyzing, designing, integrating, testing, documenting, converting, extending, and implementing automated information and telecommunications systems. Demonstrate proven skills in those technical areas addressed by the delivery order to be managed. Organize, direct, and coordinate the planning and production of all activities

associated with assigned delivery order projects. Demonstrate highly skilled degree of writing and oral communication skills. Provide some technical knowledge and analysis of applications and operational environments. Participate, as needed, in all phases of the program with an emphasis on overall planning and execution. Minimum/General Experience:

10 years of experience in related field.

Minimum Education/Certification:

Bachelor's degree required. Degree may be substituted with any additional six years of related experience.

Quality Assurance Specialist II

Functional Responsibility: Execute test scripts to ensure that quality software is provided for release to production. May also write test scripts, under moderate supervision. Review requirements, specifications and documentation to gain a thorough understanding of the programs and processes to be certified. Provides or validates estimates for assigned tasks. Under moderate supervision, creates and modifies test scripts to certify system changes. Develops test control databases. Maintains test databases and ensures their integrity and currency. Distributes test data from control database to development staff to satisfy adequate unit testing. Conducts audits and reviews/analyzes data and documentation. Assist with configuration management tasks on a project (test scripts, source code control, and coordination of requirement changes) as required. Release completed projects into production. May write traceability matrices and test reports. May perform minor program changes or develop software programs as required. Work under general supervision.

Minimum/General Experience:

2 years of experience in related field

Minimum Education/Certification:

Bachelor's degree required. Degree may be substituted with any additional three years of related experience.

Quality Assurance Specialist III

Functional Responsibility: Design, coordinate, and execute test plans and audits. Record and document results and compare to expected results. Detect failures so that defects may be discovered and corrected. Operate and maintain test environments. Perform tests and audits and document findings for corrective action. Generate historical analysis of test results and audits, document anomalies and issues, and maintain database of defects. Examine and determine root cause analysis. Support or design creative actions and implement approved changes as necessary. Create, edit, and provide procedures and instructions for users. Develop and document test plans and audits based on operational requirements and technical specifications. Ensure compliance with general quality best practices, organization specific practices (e.g. ISO/CMMII/Agile), accepted web standards, and those standards set forth by upstream sources.

Minimum/General Experience:

At least five years of experience in related field.

Minimum Education/Certification:

Bachelor's degree required. Degree may be substituted with any additional six years of related experience.

Software Engineer III

Functional Responsibility: Perform software programming/software development including data base development, web design, and applications programming. Perform software integration and testing. Formulate/define system scope and objectives. Devise or modify procedures to solve complex problems considering computer equipment capacity and

limitations, operating time, and form of desired results. Prepare detailed specifications for programs. Design, develop, test, debug, implement, and document new software and enhancements of existing applications. Perform software modeling. Work with project managers, developers, and end users to ensure application designs meet business requirements. Provide overall operating system, such as sophisticated file maintenance routines, telecommunications networks, computer accounting, and mathematical/scientific software packages. Perform vulnerability assessments. Evaluate new and existing software products. Typically reports to a supervisor or manager.

Minimum/General Experience:

5 years of experience in related field

Minimum Education/Certification:

Bachelor's degree required. Degree may be substituted with any additional six years of related experience.

Systems Administrator II

Functional Responsibility: Develop, test, implement, and maintain operating systems and related software. Establish and implement standards for computer operations for compatibility between hardware and software, according to specifications and parameters. Troubleshoot and resolve software, operating system, and networking problems. Monitor emerging technology developments and identify innovations with potential high payoffs for the system. Provide for efficient computer operation, including total throughput, central processing unit use, peripheral operation, and application performance statistics. Establish system management criteria. Develop, maintain, and monitor procedures and policies. Support customers at the highest levels in the development and implementation of information assurance/security doctrine and policies. Implement information assurance/security standards and procedures. Coordinate and communicate the change control process with teammates and customers to ensure efficient processing. Coordinate capacity, planning and analysis of system information. Recommend changes for improved system operation. Specify physical requirements for computer equipment. Provide regular reports detailing computer service levels, maintenance, throughput, turnaround, and response times. Schedule, perform, and monitor system backups and when necessary, perform data recoveries. Recommend hardware and software upgrades. Perform vulnerability/risk analyses. Perform analysis, design, and development of security features for system architectures. Analyze computer system malfunctions, including the number and type of re-starts, processing delays and errors, and other evidence of unsatisfactory or unusual conditions. Analyze general information assurance-related technical problems and provides basic engineering and technical support in solving these problems. Identify, report, and resolve security violations. Ensure data/system security by protecting them from unauthorized access, use, or interruption. Typically reports to a supervisor or manager.

Minimum/General Experience:

4 years of experience in related field

Minimum Education/Certification:

Bachelor's degree required. Degree may be substituted with any additional six years of related experience.

Systems Analyst III

Analyzes and develops computer software possessing a wide range of capabilities, including numerous engineering, business, and record management duties. Develops plans for IT systems from project inception to conclusion. Analyzes the problem and the information to be processed. Defines the problem and develops system requirements and program specifications from which programmers prepare detailed flowcharts, programs, and tests. Closely coordinates with programmers to ensure proper implementation of program and system specifications. In conjunction with functional users, develops system alternative solutions.

Minimum/General Experience:

5 years of experience in related field

Minimum Education/Certification:

Bachelor's degree required. Degree may be substituted with any additional six years of related experience

Technical Writer II

Functional Responsibility: Write a variety of technical articles, reports, brochures, procedures, and/or manuals for documentation for a wide range of uses. Plan, develop, write and produce a wide range of technical documentation for electrical, mechanical, electronic, and other devices and systems, including both hardware and software. Plan, develop, write and produce technical training materials. Interview subject matter experts and gather data necessary to complete

projects. Coordinate with graphics department and desktop publishing personnel to ensure all formatting requirements are met. Coordinate the display of graphics and production of the document. Perform non-routine duties and tasks. Resolve most questions and problems related to assigned tasks and refer only the most complex issues to higher levels. Work under general supervision. A certain degree of creativity is required.

Minimum/General Experience:

3 years of experience in related field

Minimum Education/Certification:

Bachelor's degree required. Degree may be substituted with any additional six years of related experience.

Technician II

Functional Responsibility: Provide support to PC/networking environment including installation, configuring, testing, repair, and troubleshooting for stand-alone PCs, PCs linked to networks, printers, and other computer peripherals. Perform technical, operational, and training support to users of personal computers either by telephone or on-site for PC desktop hardware and software packages. Provide first and second tier support to end users for either PC, server, or mainframe applications or hardware. Duties include answering telephone call inquiries and preparing and processing trouble tickets. Responsible for researching and resolving complaints and problems. Provides support to end users on a variety of issues. Respond to and diagnose problems through discussion with users. Identify, research, and resolve technical problems. Document, track, and monitor the problem to ensure a timely resolution. Interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Recommend systems modifications to reduce user problems. Ensure a timely process through which problems are controlled to include problem recognition, research, isolation, resolution, and follow-up steps. Rely on instructions and pre-established guidelines to perform the functions of the job. Work under immediate supervision.

Minimum/General Experience:

3 years of experience in related field

Minimum Education/Certification:

High school diploma or GED

Technician III

Functional Responsibility: Provide support to PC/networking environment including installation, configuring, testing, repair, and troubleshooting for stand-alone PCs, PCs linked to networks, printers, and other computer peripherals. Perform technical, operational, and training support to users of personal computers either by telephone or on-site for PC desktop hardware and software packages. Provide second or third tier support to end users for either PC, server, or mainframe applications or hardware. Responsible for researching and resolving complaints and problems. Provide support to end users on a variety of issues. Respond to and diagnoses problems through discussion with users. Identify, research, and resolve technical problems. Document, track, and monitor the problem to ensure a timely resolution. Interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Recommend systems modifications to reduce user problems. Ensure a timely process through which problems are controlled to include problem recognition, research, isolation, resolution, and follow-up steps. Primary job functions require exercising independent judgment and relying on experience as well as pre-established guidelines. May lead, coordinate, prioritize and direct the work of others in a work group. Typically reports to a supervisor or manager.

Minimum/General Experience:

5 years of experience in related field

Minimum Education/Certification:

High school diploma or GED

Voice/Data Communication Engineer II

Functional Responsibility: Manage voice/data network configuration. Plan, evaluate, and/or coordinate the installation of local and/or remote data and voice communications equipment such as terminals, switches, routers, hubs, modems, cables, video conferencing units, antennas, concentrators, minicomputers, central processing units, facsimiles, and pagers. Assist in designing entire networks or portions of networks that include selection of hardware and software packages. Ensure that all software including network control programs satisfy the communications needs covering both the hardware and software installed. Develop or assist in the development of standards for carrier service and equipment. Prepare or ensure that appropriate network documentation exists, including configuration diagrams and

operational instructions. Provide regulatory monitoring and voice network analysis regarding short and long range planning for in-house systems. Coordinate with support vendors as required. Work under general supervision.

Minimum/General Experience:

4 years of experience in related field

Minimum Education/Certification:

Bachelor's degree required. Degree may be substituted with any additional six years of related experience.

2. Maximum order. The maximum order for SIN 132-51 IT Professional Services is \$500,000.00. Orders to exceed the maximum order listed above may be accepted by Synectic.

3. Minimum order. The minimum order for SIN 132-51 IT Professional Services is \$500.00.

4. Geographic coverage (delivery area). The Geographic Scope of Contract will be domestic delivery only. 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: None

5. Point(s) of production (city, county, and State or foreign country).

6. Discount from list prices or statement of net price. Refer to attached discount sheet.

7. Quantity discounts. No quantity discounts are provided.

8. Prompt payment terms. 0% offered for prompt payment.

9a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold.

Government purchase cards are accepted at or below the micro-purchase threshold.

9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold. Government purchase cards are accepted above the micro-purchase threshold.

10. Foreign items (list items by country of origin). Not applicable.

11a. Time of delivery. (Contractor insert number of days.)

SPECIAL ITEM NUMBER DELIVERY TIME (Days ARO)

132-51

As negotiated between contractor and ordering agency

11b. Expedited Delivery. The Contractor will insert the sentence "Items available for expedited delivery are noted in this price list." under this heading. The Contractor may use a symbol of its choosing to highlight items in its price lists that have expedited delivery. Not applicable.

11c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery. Not applicable.

11d. Urgent Requirements. The Contractor will note in its price list the "Urgent Requirements" clause of its contract and advise agencies that they can also contact the Contractor's representative to effect a faster delivery. 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 within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering 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.

12.F.O.B. point(s). Destination.

13a.Ordering address(es).

Synectic Solutions, Inc.
1701 Pacific Ave., Suite 260
Oxnard, CA 93033

The following telephone number can be used by ordering activities to obtain technical and/or ordering assistance:
Phone: 805-483-4800

13b.Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.

14.Payment address(es).

Synectic Solutions, Inc. (Accounts Payable)
1701 Pacific Ave., Suite 260
Oxnard, CA 93033

15.Warranty provision.

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.

16.Export packing charges, if applicable. Not applicable.

17.Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level). SSI has no thresholds above the micro-purchase level for Government purchase card acceptance. Orders to exceed the maximum order listed above may be accepted by Synectic.

18.Terms and conditions of rental, maintenance, and repair (if applicable). Not applicable.

19.Terms and conditions of installation (if applicable). Not applicable.

20.Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable). Not applicable.

20a.Terms and conditions for any other services (if applicable). Not applicable.

21.List of service and distribution points (if applicable). Not applicable.

22. List of participating dealers (if applicable). Not applicable.

23. Preventive maintenance (if applicable). Not applicable.

24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants). Not applicable.

24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location.) The EIT standards can be found at: www.Section508.gov/.

25. Data Universal Number System (DUNS) number. SSI's DUNS number is 01-595-8325.

26. Notification regarding registration in Central Contractor Registration (CCR) database. SSI's Cage Code is 09WL9.

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

1. SCOPE

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT Services within the scope of this Information Technology Schedule.

- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. PERFORMANCE INCENTIVES

- a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract in accordance with this clause.

- b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.

- c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3. ORDER

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

4. PERFORMANCE OF SERVICES

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

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

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

- (1) Cancel the stop-work order; or
 - (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.
- (b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-
 - (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
 - (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.
- (c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.
- (d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. INSPECTION OF SERVICES

The Inspection of Services–Fixed Price (AUG 1996) (Deviation – May 2003) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection–Time-and-Materials and Labor-Hour (JAN 1986) (Deviation – May 2003) clause at FAR 52.246-6 applies to time-and-materials and labor-hour orders placed under this contract.

7. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Deviation – May 2003) Rights in Data – General, may apply.

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

9. INDEPENDENT CONTRACTOR

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

10. ORGANIZATIONAL CONFLICTS OF INTEREST

- a. Definitions.
“Contractor” means the person, firm, unincorporated association, joint venture,

partnership, or corporation that is a party to this contract.

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

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

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

11. INVOICES

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

12. PAYMENTS

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

– May 2003)) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and- Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:

(a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.

(b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—

- (1) The offeror;
- (2) Subcontractors; and/or
- (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13. RESUMES

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

14. INCIDENTAL SUPPORT COSTS

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

15. APPROVAL OF SUBCONTRACTS

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

16. DESCRIPTION OF IT SERVICES AND PRICING

Please refer to the labor category descriptions and pricing incorporated into this GSA Pricelist.

17. SUBSTITUTIONS

Synectic Solutions, Inc., dba SSI reserves the right to make the following substitutions in the education and/or experience requirements of any of the service skill categories set forth herein.

1. One year of experience is the equivalent of one year of education.
2. One year of education is the equivalent of one year of experience.
3. Certification related to the technology is equivalent to two years of experience or education requirement.