

**GENERAL SERVICES ADMINISTRATION
FEDERAL ACQUISITION SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST**

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

**FEDERAL SUPPLY SCHEDULE 70
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT, SOFTWARE
AND SERVICES**

Special Item Number 132-51 Information Technology (IT) Professional Services
Special Item Number 132-100 Ancillary Supplies and/or Services

SPECIAL ITEM NUMBER 132-51 - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES

FPDS Code D301 IT Facility Operation and Maintenance
FPDS Code D302 IT Systems Development Services
FPDS Code D306 IT Systems Analysis Services
FPDS Code D307 Automated Information Systems Design and Integration Services
FPDS Code D308 Programming Services
FPDS Code D310 IT Backup and Security Services
FPDS Code D311 IT Data Conversion Services
FPDS Code D313 Computer Aided Design/Computer Aided Manufacturing (CAD/CAM) Services
FPDS Code D316 IT Network Management Services
FPDS Code D317 Creation/Retrieval of IT Related Automated News Services, Data Services, or
Other Information Services (All other information services belong under Schedule 76)
FPDS Code D399 Other Information Technology Services, Not Elsewhere Classified

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.

SPECIAL ITEM NUMBER 132-100 – ANCILLARY SUPPLIES and/or SERVICES

Ancillary supplies and/or services are support supplies and services which are not within the scope of any other SIN on this schedule. These supplies and/or services may only be ordered in conjunction with or in support of supplies and/or services purchased under another SIN(s) in this solicitation to provide a solution to a customer requirement. This SIN may be used for orders and blanket purchase agreements that involve work or a project that is solely associated with the supplies and/or services purchased under this schedule. This SIN EXCLUDES purchases that are exclusively for supplies and/or services already available under another schedule and is limited to information technology (IT) products and/or services.

Special Instructions: The work performed under this SIN shall be associated with existing SINs that are part of this schedule. Ancillary supplies and/or services shall not be the primary purpose of the work ordered, but be an integral part of the total solution offered. Ancillary supplies and/or services may only be ordered in conjunction with or in support of supplies and/or services purchased under another SIN in this schedule.

CONTRACT NUMBER: GS-35F-0184T

CONTRACT PERIOD: December 20, 2006 through December 19, 2021

PRICELIST CURRENT THROUGH: Modification 23 dated April 6, 2017 and
Modification 21 dated April 14, 2017

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

CONTRACTOR: Estrella Group, LLC
524 Shirley Court
Richardson TX 75081-5758
937-321-8192 (main)
937-866-8192 (facsimile)
www.estrellagroupllc.com

CONTRACTOR'S POINT OF CONTACT FOR CONTRACT ADMINISTRATION:

Bashir Bhimani
Partner
Estrella Group, LLC
524 Shirley Court
Richardson TX 75081-5758
937-321-8192 (main)
937-866-8192 (facsimile)
bhimanib@estrellagroupllc.com

BUSINESS SIZE: Small

CONTRACTOR INFORMATION

1a. TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs)

SIN 132-51	Information Technology Professional Services
SIN 132-100	Ancillary Supplies and/or Services

1b. LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN: Not Applicable

1c. HOURLY RATES: See Section 28, below.

2. MAXIMUM ORDER:

SIN 132-51	\$500,000
SIN 132-100	\$150,000

NOTE TO ORDERING ACTIVITIES: If the best value selection places your order over the Maximum Order identified in this catalog/pricelist, you have an opportunity to obtain a better schedule contract price. Before placing your order, contact the aforementioned Contactor for a

better price. The Contractor may (1) offer a new price for this requirement, (2) offer the lowest price available under this contract or (3) decline the order. A delivery order that exceeds the maximum order may be placed under the schedule contract in accordance with FAR 8.404.

3. MINIMUM ORDER: \$100

4. GEOGRAPHIC COVERAGE: Domestic

5. POINT(S) OF PRODUCTION: United States of America

6. DISCOUNT FROM INTERNAL RATE:

The GSA Net Prices published on the GSA Advantage website reflect the fully burdened price. The negotiated discount has been applied and the Industrial Funding Fee has been added.

7. QUANTITY DISCOUNT: None

8. PROMPT PAYMENT TERMS: Net 30 Days

Information for Ordering Offices: Prompt Payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

9. GOVERNMENT PURCHASE CARD:

Accepted for sales at or below the micro-purchase threshold.

Acceptance for purchases above the micro-purchase threshold will be determined on a procurement-by-procurement basis.

10. FOREIGN ITEMS: None

11a. TIME OF DELIVERY:

SIN 132-51 Negotiated with the Ordering Activity at the Task Order level
SIN 132-100 Negotiated with the Ordering Activity at the Task Order level

11b. EXPEDITED DELIVERY: Please contact the Contractor for availability and rates.

11c. OVERNIGHT AND 2-DAY DELIVERY: Please contact the Contractor for availability and rates.

11d. URGENT REQUIRMENTS:

Agencies can contact the Contractor's representative to affect a faster delivery. Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery.

12. FOB POINT: Destination

13a. ORDERING ADDRESS:

Bashir Bhimani, Partner
Estrella Group, LLC
524 Shirley Court
Richardson TX 75081-5758
937-321-8192 (main)
937-866-8192 (facsimile)
bhimanib@estrellagroupllc.com

13b. ORDERING PROCEDURES:

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

14. PAYMENT ADDRESS:

Bashir Bhimani
Partner
Estrella Group, LLC
524 Shirley Court
Richardson TX 75081-5758
937-321-8192 (main)
937-866-8192 (facsimile)
bhimanib@estrellagroupllc.com

15. WARRANTY PROVISION:

SIN 132-51 Delivered, as Negotiated
SIN 132-100 Delivered, as Negotiated

16. EXPORT PACKING CHARGES: Not Applicable

17. TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE:

Please contact the Contractor for terms and conditions of acceptance.

18. TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE):

Not Applicable

19. TERMS AND CONDITIONS OF INSTALLATION: Not Applicable

20. TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE):

Not Applicable

20a. TERMS AND CONDITIONS FOR ANY OTHER SERVICES: Not Applicable

21. LIST OF SERVICE AND DISTRIBUTION POINTS: Not Applicable

22. LIST OF PARTICIPATING DEALERS: Not Applicable

23. PREVENTIVE MAINTENANCE: None

24a. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants):

None

24b. SECTION 508 COMPLIANCE FOR ELECTRONIC and INFORMATION TECHNOLOGY:

Not Applicable

25. DATA UNIVERSAL NUMBER SYSTEM (DUNS) NUMBER: 078 731 608

26. NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE:

Contractor has an Active Registration in the SAM database.

27. LABOR CATEGORY DESCRIPTIONS:

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

Program Manager

Minimum/General Experience: This position requires twelve years of experience. Specialized experience includes: project development from inception to deployment, expertise in the management and control of funds and resources using complex reporting mechanisms, demonstrated capability in managing multi-task contracts and/or subcontracts of various types and complexity. General experience includes increasing responsibilities in information systems design and/or management.

Functional Responsibility: Serves as the contractor's single contract manager, and shall be the contractor's authorized interface with the Government Contracting Officer (CO), the contract level Contracting Officer's Representative (COR), government management personnel and customer agency representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel and communicating policies, purposes, and goals of the organization to subordinates. Shall be responsible for the overall contract performance and shall not serve in any other capacity under this contract.

Minimum Education: A Bachelor's degree in Computer Science, Information Systems Engineering, Business, Physical Science, or other technically related discipline.

Level 3: 12 - 15 years of experience

Level 4: 16 - 19 years of experience

Level 5: 20+ years of experience

Project Manager

Minimum/General Experience: The minimum experience required is five-to-eight years of project management experience with at least two years of experience in managing software development projects or IT related projects. The general experience includes project management skills relevant to the Software Development Life Cycle (SDLC). Must also have good people skills and good oral and written communications skills.

Functional Responsibility: Organizes, plans, schedules, and administers resources of a small, large, or group of projects. Also works closely with the Contracting Officer and with the client's customers [as needed] to fulfill specific project requirements. Project Managers with technical expertise [i.e. experience with various computer technologies] can better contribute to the resolution of management issues with regards to IT.

Minimum Education: A Bachelor's Degree in Business Administration, Information Systems, or Computer Management Systems or equivalent.

Level 1: 2 - 4 years of experience

Level 2: 5 - 7 years of experience

Level 3: 8 - 10 years of experience

Level 4: 11 - 15 years of experience

Level 5: 16+ years of experience

Application Architect

Minimum/General Experience: Must have at least eight years of experience, of which at least five must be specialized. Specialized experience includes supervision of system architects, use of structured analysis, design methodologies and design tools (such as IDEF1x, entity relationship diagrams, CASE, or other design techniques), and other design techniques, object oriented principles, COTS integration, or experience with the logical and physical 103 functional, operational, and technical architecture of large and complex information systems.

Functional Responsibility: Establishes system information in the development of enterprise-wide or large-scale information systems. Works with other technical disciplines, such as functional analysts, business process reengineering specialists, and software and systems engineers, as applicable. Designs architecture to include the software, hardware, and communications to support the total requirements, as well as provide for present and future cross functional requirements and interfaces. Ensures these systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI) and International Standards Organization (ISO) reference models, and profiles of standards—such as the Institute of Electrical and Electronic Engineers (IEEE) Open Systems Environment (OSE) reference model—as they apply to the implementation and specification of information management (IM) solution of the application platform across the application program interface (API) and the external environment/ software application. Is familiar with emerging requirements for COTS components and Web-based technology. Ensures that the common operating environment is compliant to the appropriate level of the DII COE. Evaluates, analytically and systematically, problems of work flows, organization, and planning, and develops appropriate corrective action. Provides daily supervision and direction to staff.

Minimum Education: A Bachelor's Degree in Computer Science, Information Systems, or Computer Management Systems or equivalent.

Solutions Architect

Minimum/General Experience: Must have 10 years of experience and be a top-level technical expert responsible for design and development designing and developing new products or major enhancements to existing software and applications. May lead a large development team in design of highly complex systems. Acts as highest-level technical expert, addressing problems of systems integration, compatibility, and multiple platforms. Responsible for project completion. Performs feasibility analysis on potential future projects to management.

Functional Responsibility: Design software solutions and lead a project team in delivering the detailed design. Provide high-level consulting expertise across projects or project teams. Work with customers to strategize new business models and solutions. Convert high-level user requirements into a deliverable design specification, define component architectures, and assist in task estimates and project scope. Select tools and products to facilitate the implementation of the architecture.

Minimum Education: A Bachelor's Degree in Computer Science, Information Systems, or Computer Management Systems or equivalent.

Enterprise Architect

Minimum/General Experience: Twelve (12) years of directly applicable professional experience, three of which shall be within the last five- (5) years in management of business and technical operations. Must have demonstrated program, deliverables and staff management experiences

Functional Responsibility: Provides high-level architectural expertise to managers and technical staff. Develops architectural products and deliverables for the enterprise and operational business lines. Develops strategy of system and the design infrastructure necessary to support that strategy. Advises on selection of technological purchases with regards to processing, data storage, data access, and

applications development. Sets standards for the client/server relational database structure for the organization (SQL, ORACLE, SYBASE, DB2, etc.). Advises of feasibility of potential future projects to management. Applies comprehensive methods for describing current and/or future structure and behavior of an organization's processes, information systems, personnel and organizational sub-units, so that they align with the organization's core goals and strategic direction. Assists in addressing business architecture, performance management and process architecture as well.

Minimum Education: A Bachelor's Degree in Computer Science, Information Systems, or Computer Management Systems or equivalent.

System Analyst

Minimum/General Experience: Experience in the analysis and design of business or management applications on complex systems for large-scale computers, database management, and use of programming languages. . Must be knowledgeable of current storage and retrieval methods, and have a demonstrated ability to formulate specifications for computer programmers to use in coding, testing, and debugging of computer programs.

Functional Responsibility: Analyzes and develops computer software using a wide range of capabilities, including numerous engineering, business, and records management functions. Develops plans for automated information systems from project inception to conclusion. Analyzes user interfaces, maintains hardware and software performance tuning, analyzes workload and computer usage, maintains interfaces with outside systems, analyzes downtimes, and analyzes proposed system modifications, upgrades and new COTS. Analyzes the problem and the information to be processed. Defines the problem, and develops system requirements and program specifications from which programmers prepare detailed flow charts, programs, and tests. Coordinates closely with programmers to ensure proper implementation of programs and system specifications. Develops, in conjunction with functional users, system alternative solutions.

Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Electrical Engineering, or other related scientific or technical discipline.

Level 1: 0 – 3 years of experience
Level 2: 4 – 6 years of experience
Level 3: 7 – 9 years of experience
Level 4: 10 – 12 years of experience
Level 5: 13+ years of experience

Applications Programmer

Minimum/General Experience: Experience working with Old mainframe legacy programming languages, modern programming languages such as but not limited to Java/J2EE, C/C++, C#, ASP .NET, VB .NET in the design and implementation of systems. Has experience with DBMS design and system analysis, current operating systems software internals, and data manipulation languages.

Functional Responsibility: Analyzes and studies complex system requirements. Designs software tools and subsystems to support software reuse and domain analyses and their implementation. Manages software development and support using formal specifications, data flow diagrams, other accepted design techniques, and Computer Aided Software Engineering (CASE) tools. Estimates software development costs and schedules. Reviews existing programs and assists in making refinements, reducing operating time, and improving current techniques. Analyzes functional business applications and design specifications for functional activities. Tests, debugs, and refines computer software. Prepares documentation, including both program-level and user-level.

Minimum Education: College degree in Computer Science, Information Systems, Electrical Engineering, or other related scientific or technical discipline.

Level 1: 0 – 3 years of experience
Level 2: 4 – 6 years of experience
Level 3: 7 – 9 years of experience
Level 4: 10 – 12 years of experience
Level 5: 13 – 15 years of experience

Systems Programmer

Minimum/General Experience: Perform analysis and programming support for operating systems and utility software including database software, security software, communications software, etc. Applies patches to operating systems and utility software, and tracks the status of systems software releases. Perform trouble shooting and problem resolution related to the operating system and utility software on computers.

Functional Responsibility: Performs updates of operating system and utility software. Installs new operating systems and/or utility software on computers. Applies patches to operating systems and utility software in order to maintain them as technically current. Performs trouble shooting and problem resolution on operating systems and utility software.

Minimum Education: College degree in Computer Science or related field.

Level 1: 0 – 3 years of experience
Level 2: 4 – 6 years of experience
Level 3: 7 – 9 years of experience
Level 4: 10 – 12 years of experience
Level 5: 13 – 15 years of experience

Database Administrator

Minimum/General Experience: Possesses specialized experience in conceptual/logical data modeling including the use of Oracle, IBM DB2, MYSQL, Sql Server X databases and administration/maintenance. Must also have a general understanding of how the federal government organizations function and use data.

Functional Responsibility: Must be technically competent in at least two of the following: evaluation of database requirements; database management systems design; database system analysis; current operating systems; software internals; data manipulation languages. Responsible for coordinating the functions of collecting information about data and designing, implementing, and maintaining databases and their security.

Minimum Education: Bachelor's degree in Computer Science, Information Systems, Engineering or related field.

Level 1: 0 – 3 years of experience
Level 2: 4 – 6 years of experience
Level 3: 7 – 9 years of experience
Level 4: 10 – 12 years of experience
Level 5: 13+ years of experience

Network Administrator

Minimum/General Experience: Four years of experience providing network and information systems support, similar to that described under functional responsibility, and having knowledge and understanding of applicable technical concepts and practices.

Functional Responsibility: Under general direction, manages the purchase, installation, and support of network communications, including LAN/WAN systems. Responsible for evaluating current systems. Works on complex problems where analysis of situation requires in-depth evaluation of various factors. Plans large-scale systems projects through vendor comparison and cost studies. Provides work leadership and training to lower level network engineers. Expert knowledge of LAN/WAN systems, networks, and applications.

Minimum Education: Bachelor's Degree or equivalent.

Level 1: 0 – 3 years of experience
Level 2: 4 – 6 years of experience
Level 3: 7 – 9 years of experience
Level 4: 10 – 12 years of experience
Level 5: 13 – 15 years of experience

System Administrator

Minimum/General Experience: Experience maintaining and/or modifying facility hardware and/or software and/or databases, as required, to ensure system availability and functionality. Familiarity with the principles of backup and disaster recovery.

Functional Responsibility: Responsible for the daily operational availability of the hardware / software / required to support facility operations. Schedules testing and review of IT facilities to ensure potential problems are identified at the earliest point possible, aids in adjustments and/or repairs of problems, ensures appropriate adjustments/patches are implemented as the need is detected, recommends appropriate corrective action for routine problems, ensures documentation is prepared for all adjustments and/or modifications implemented. Involved in the preparation of reports and analysis of operations, as required.

Minimum Education: Bachelor's Degree or equivalent.

Level 1: 0 – 3 years of experience
Level 2: 4 – 6 years of experience
Level 3: 7 – 9 years of experience
Level 4: 10 – 12 years of experience
Level 5: 13 – 15 years of experience

Security Specialist

Minimum/General Experience: Progressive technical experience in the area of Information Systems security, with at least 1 year specialization in an area of security.

Functional Responsibility: Analyzes and establishes processes and technologies to ensure comprehensive protection exists on computer systems to prevent unauthorized entry to computer systems or compromise of data integrity or secrecy. Security development for computer systems includes designing, prototyping, implementing, conducting independent verification and validation, and maintaining security for enterprise systems. Provides up-to-date working knowledge in areas such as computer

viruses, intrusion detection systems, encryption systems, firewalls, access and authentication technologies, etc. May be responsible for penetration testing, survivability and vulnerability analysis, and contingency/disaster recovery planning and testing.

Minimum Education: College degree in Computer Science, Information Systems, Electrical Engineering, or other related scientific or technical discipline.

Level 1: 0 – 3 years of experience
Level 2: 4 – 6 years of experience
Level 3: 7 – 9 years of experience
Level 4: 10 – 12 years of experience
Level 5: 13 – 15 years of experience

Subject Matter Expert

Minimum/General Experience: Specialized experience supporting large information technology projects related to the individual's subject matter expertise. Must be an expert in either functional domains (e.g., finance, personnel, acquisition, etc.) or technical disciplines (e.g., network engineering, systems design, software development, etc.). Must have extensive specific experience with recognized accomplishments and/or consulting at high levels within the field or technology.

Functional Responsibility: Provides expert consultative support to a functional technical area of a project. Develops solutions to complex problems. Produces and/or reviews complex technical documentation reflecting detailed knowledge of technical areas as identified in statements of work. Documentation subjects include, but are not limited to, systems design, system architecture, feasibility studies, and system specifications.

Minimum Education: Bachelor's degree related to the field of expertise or equivalent professional experience.

Level 3: 8 – 10 years of experience
Level 4: 11 – 15 years of experience
Level 5: 16 – 25 years of experience

Technical Writer

Minimum/General Experience: Experience in writing a variety of documents including technical manuals, user guides, etc. Writing skills are of paramount importance to this position. Experience in the data processing field is essential. Experience in preparing materials to be used in training and a demonstrated ability to communicate technical subjects to non-technical staff are required. Automated program management and litigation support and hands-on familiarity with the Government's data processing environments, including office automation networks, PC-based databases and other applications, server-based databases and other applications, especially 4GL and RDBMS, is necessary and required. Should be an expert user of the Government's word processing, spreadsheet, imaging, and telecommunications systems. Requires excellent written and oral communications skills.

Functional Responsibility: Develops detailed user guides, reference manuals, program maintenance manuals, document coding manuals, and other forms of documentation for specific databases and application systems. Reviews and tests databases and application systems for ease of use, consistency, accuracy, and responsiveness. Coordinates and organizes material gathered from other members of the technical staff and makes the necessary changes in format, as appropriate. Creates and edits technical material and documentation for grammar, organization, and clarity. Writes, edits and/or prepares graphics presentation materials of technical information for both technical and non-technical personnel. Interprets technical documentation standards and prepares documentation accordingly. Produces requested studies such as requirements analyses, risk analyses, technology assessments, strategic and tactical planning,

market surveys, budget reviews, etc. Prepares materials for use in training sessions and seminars. Provides oral and written status reports.

Minimum Education: College degree required, or equivalent professional training or experience.

Level 3: 2 – 5 years of experience

Level 4: 6 - 9 years of experience

Level 5: 10 - 15 years of experience

Trainer

Minimum/General Experience: Experience in automated data processing support, including experience performing 4GL and RDBMS database searches, and retrieval experience using other database management packages. At least two years of teaching/training experience, preferably involving a data processing topic. Requires hands-on familiarity with the Government's data processing environments, including office automation networks, PC-based databases, and other applications, and server-based databases and other applications, especially 4GL and RDBMS. Should be an expert user of the Government's word processing, spreadsheet, imaging, and telecommunications systems. Requires excellent written and oral communications skills.

Functional Responsibility: Organizes, prepares, schedules, and conducts training sessions. Training will most often be user level training for specific databases or specific software packages, including word processing and other office automation packages, but may sometimes also include team-building training, contract/document center orientations, etc. Prepares training approach and materials, arranges for use of training facilities for access to appropriate applications, etc.

Minimum Education: College degree required, or equivalent professional training or experience.

Level 3: 2 – 5 years of experience

Level 4: 6 – 9 years of experience

Level 5: 10 - 15 years of experience

Quality Assurance Analyst

Minimum/General Experience: Experience in configuration management, verification and validation, software testing and integration, software metrics and their application to software quality assessment.

Functional Responsibility: Establishes and maintains a process for evaluating software and associated documentation. Maintains the level of quality throughout the software life cycle. Conducts formal and informal reviews at pre-determined points throughout the life cycle. Experience in technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, review of program documentation to ensure Government standards/requirements are adhered to, and progress in accordance with schedules. Ensures problem resolution and user satisfaction. Makes recommendations, if needed, for approval of major system installations. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives. Supervises configuration management.

Minimum Education: College degree in Computer Science, Information Systems, Electrical Engineering, or other related scientific or technical discipline.

Level 1: 0 – 3 years of experience

Level 2: 4 – 6 years of experience

Level 3: 7 – 9 years of experience

Level 4: 10 – 12 years of experience

Level 5: 13 - 15 years of experience

SIN 132-100 – ANCILLARY SUPPLIES AND/OR SERVICES

Administrative Assistant

Minimum/General Experience: Clerical experience in a technical or ADP environment. Hands-on experience with a word processing system is required.

Functional Responsibility: Editing, typing, and preparation of technical or ADP documentation. Maintain project files and logs relating to work in progress, meetings, etc. Prepare memoranda of a technical and/or managerial nature, flow diagrams, configuration drawings, functional systems flow diagrams, graphics, etc.

Minimum Education: High school and special training; or, certificate of completion or diploma from an accredited secretarial school.

Level 3: 2 – 5 years of experience

Level 4: 6 - 9 years of experience

Level 5: 10 - 15 years of experience

Help Desk Technician\

Minimum/General Experience: Provides telephone and in-person support to users in the areas of network access, electronic mail, Windows operating systems, client/server and network applications, etc. Experience with a broad range of PC and network based applications including word processing, databases, spreadsheets, etc. Experience working with complex help desk software to facilitate problem recording in addition to, tracking and software tools that facilitate diagnosing and resolving user problems.

Functional Responsibility: Performs activities necessary to support users of complex networks. The support may be provided over the telephone or in-person. It encompasses facilitating the use of network application software such as Email, word processing, spreadsheets; user account maintenance and access privileges; and, trouble shooting workstation, printing, communications, security, and other network services problems.

Minimum Education: High school diploma and a certificate from a technical training program or an Associate degree in a technical field. Two years of experience will be considered the equivalent of the training certificate. A BS will be considered equivalent to three years of experience, and a MS the equivalent of four years of experience.

Level 1: 0 – 3 years of experience

Level 2: 4 – 6 years of experience

Level 3: 7 – 9 years of experience

Level 4: 10 – 12 years of experience

28. LABOR CATEGORY PRICING

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

SERVICE	GSA HOURLY PRICE WITH IFF	GSA HOURLY PRICE WITH IFF	GSA HOURLY PRICE WITH IFF	GSA HOURLY PRICE WITH IFF	GSA HOURLY PRICE WITH IFF
LABOR CATEGORY	20 DEC 16 to 19 DEC 17	20 DEC 17 to 19 DEC 18	20 DEC 18 to 19 DEC 19	20 DEC 19 to 19 DEC 20	20 DEC 20 to 19 DEC 21
Database Administrator – Level 2	\$122.42	\$124.65	\$126.91	\$129.22	\$131.58
Database Administrator – Level 3	\$138.74	\$141.27	\$143.84	\$146.45	\$149.12
Project Manager – Level 1	\$126.95	\$129.26	\$131.62	\$134.01	\$136.45
Project Manager – Level 2	\$145.09	\$147.73	\$150.42	\$153.16	\$155.94
Project Manager – Level 3	\$163.22	\$166.19	\$169.22	\$172.30	\$175.44
Project Manager – Level 4	\$181.36	\$184.66	\$188.02	\$191.44	\$194.93
Systems Programmer – Level 1	\$90.68	\$92.33	\$94.01	\$95.72	\$97.46
Technical Writer – Level 3	\$78.89	\$80.33	\$81.79	\$83.28	\$84.79

SERVICE	GSA HOURLY PRICE WITH IFF	GSA HOURLY PRICE WITH IFF	GSA HOURLY PRICE WITH IFF	GSA HOURLY PRICE WITH IFF	GSA HOURLY PRICE WITH IFF
LABOR CATEGORY	14 APR 17 to 19 DEC 17	20 DEC 17 to 19 DEC 18	20 DEC 18 to 19 DEC 19	20 DEC 19 to 19 DEC 20	20 DEC 20 to 19 DEC 21
Program Manager – Level 3	\$181.36	\$183.57	\$186.91	\$190.32	\$193.78
Program Manager – Level 4	\$199.50	\$201.93	\$205.61	\$209.35	\$213.16
Program Manager – Level 5	\$217.63	\$220.29	\$224.30	\$228.36	\$232.54
Project Manager – Level 5	\$217.63	\$220.29	\$224.30	\$228.36	\$232.54
Application Architect	\$149.62	\$151.45	\$154.20	\$157.01	\$159.87
Solutions Architect	\$185.89	\$188.16	\$191.59	\$195.07	\$198.62
Enterprise Architect	\$213.10	\$215.70	\$219.62	\$223.62	\$227.69
Systems Analyst – Level 1	\$95.21	\$96.38	\$98.13	\$99.92	\$101.73
Systems Analyst – Level 2	\$101.56	\$102.80	\$104.67	\$106.58	\$108.52
Systems Analyst – Level 3	\$131.49	\$133.09	\$135.51	\$137.98	\$140.69
Systems Analyst – Level 4	\$150.53	\$152.37	\$155.14	\$157.96	\$160.84
Systems Analyst – Level 5	\$168.66	\$170.72	\$173.83	\$176.99	\$180.21
Application Programmer – Level 1	\$90.68	\$91.79	\$93.46	\$95.16	\$96.89
Application Programmer – Level 2	\$108.82	\$110.14	\$112.15	\$114.19	\$116.27
Application Programmer – Level 3	\$122.42	\$123.91	\$126.17	\$128.46	\$130.80
Application Programmer – Level 4	\$144.18	\$145.94	\$148.60	\$151.30	\$154.05
Application Programmer – Level 5	\$162.32	\$164.30	\$167.29	\$170.33	\$173.43
Systems Programmer – Level 2	\$108.82	\$110.14	\$112.15	\$114.19	\$116.27
Systems Programmer – Level 3	\$122.42	\$123.91	\$126.17	\$128.46	\$130.80
Systems Programmer – Level 4	\$144.18	\$145.94	\$148.60	\$151.30	\$154.05
Systems Programmer – Level 5	\$162.32	\$164.30	\$167.29	\$170.33	\$173.43
Database Administrator – Level 1	\$99.75	\$100.97	\$102.80	\$104.67	\$106.58
Database Administrator – Level 4	\$165.04	\$167.05	\$170.09	\$173.19	\$176.34
Database Administrator – Level 5	\$176.83	\$178.98	\$182.24	\$185.56	\$188.93
Network Administrator – Level 1	\$96.12	\$97.29	\$99.06	\$100.87	\$102.70
Network Administrator – Level 2	\$108.82	\$110.14	\$112.15	\$114.19	\$116.27

SERVICE	GSA HOURLY PRICE WITH IFF	GSA HOURLY PRICE WITH IFF	GSA HOURLY PRICE WITH IFF	GSA HOURLY PRICE WITH IFF	GSA HOURLY PRICE WITH IFF
LABOR CATEGORY	14 APR 17 to 19 DEC 17	20 DEC 17 to 19 DEC 18	20 DEC 18 to 19 DEC 19	20 DEC 19 to 19 DEC 20	20 DEC 20 to 19 DEC 21
Network Administrator – Level 5	\$155.97	\$157.87	\$160.75	\$163.67	\$166.65
Systems Administrator – Level 1	\$84.33	\$85.36	\$86.91	\$88.50	\$90.11
Systems Administrator – Level 2	\$95.21	\$96.38	\$98.13	\$99.92	\$101.73
Systems Administrator – Level 3	\$108.82	\$110.14	\$112.15	\$114.19	\$116.27
Systems Administrator – Level 4	\$122.42	\$123.91	\$126.17	\$128.46	\$130.80
Systems Administrator – Level 5	\$136.02	\$137.68	\$140.19	\$142.74	\$145.33
Security Specialist – Level 1	\$96.12	\$97.29	\$99.06	\$100.87	\$102.70
Security Specialist – Level 2	\$126.95	\$128.50	\$130.84	\$133.22	\$135.65
Security Specialist – Level 3	\$143.27	\$145.02	\$147.66	\$150.35	\$153.09
Security Specialist – Level 4	\$168.66	\$170.72	\$173.83	\$176.99	\$180.21
Security Specialist – Level 5	\$233.95	\$236.81	\$241.12	\$245.51	\$249.98
Subject Matter Expert – Level 3	\$199.50	\$201.93	\$205.61	\$209.35	\$213.16
Subject Matter Expert – Level 4	\$224.89	\$227.63	\$231.77	\$235.99	\$240.29
Subject Matter Expert – Level 5	\$252.09	\$255.17	\$259.81	\$264.54	\$269.35
Technical Writer – Level 4	105.19	\$106.47	\$108.41	\$110.38	\$112.39
Technical Writer – Level 5	\$114.26	\$115.65	\$117.76	\$119.90	\$122.08
Trainer – Level 3	\$122.42	\$123.91	\$126.17	\$128.46	\$130.80
Trainer – Level 4	\$145.09	\$146.86	\$149.53	\$152.25	\$155.02
Trainer – Level 5	\$181.36	\$183.57	\$186.91	\$190.32	\$193.78
Quality Assurance Analyst – Level 1	\$78.89	\$79.85	\$81.31	\$82.79	\$84.29
Quality Assurance Analyst – Level 2	\$86.15	\$87.20	\$88.78	\$90.40	\$92.05
Quality Assurance Analyst – Level 3	\$98.84	\$100.05	\$101.87	\$103.72	\$105.61
Quality Assurance Analyst – Level 4	\$120.60	\$122.08	\$124.30	\$126.56	128.86
Quality Assurance Analyst – Level 5	\$138.74	\$140.43	\$142.99	\$145.59	\$148.24

SIN 132-100 – ANCILLARY SUPPLIES AND/OR SERVICES

SERVICE	GSA HOURLY PRICE WITH IFF	GSA HOURLY PRICE WITH IFF	GSA HOURLY PRICE WITH IFF	GSA HOURLY PRICE WITH IFF	GSA HOURLY PRICE WITH IFF
LABOR CATEGORY	20 DEC 16 to 19 DEC 17	20 DEC 17 to 19 DEC 18	20 DEC 18 to 19 DEC 19	20 DEC 19 to 19 DEC 20	20 DEC 20 to 19 DEC 21
Help Desk Technician – Level 1	\$72.54	\$73.86	\$75.21	\$76.58	\$77.97
Help Desk Technician – Level 2	\$81.61	\$83.10	\$84.61	\$86.15	\$87.72
Help Desk Technician – Level 3	\$90.68	\$92.33	\$94.01	\$95.72	\$97.46

SERVICE	GSA HOURLY PRICE WITH IFF	GSA HOURLY PRICE WITH IFF	GSA HOURLY PRICE WITH IFF	GSA HOURLY PRICE WITH IFF	GSA HOURLY PRICE WITH IFF
LABOR CATEGORY	14 APR 17 to 19 DEC 17	20 DEC 17 to 19 DEC 18	20 DEC 18 to 19 DEC 19	20 DEC 19 to 19 DEC 20	20 DEC 20 to 19 DEC 21
Administrative Assistant – Level 3	\$60.76	\$61.50	\$62.62	\$63.76	\$64.92
Administrative Assistant – Level 4	\$73.45	\$74.35	\$75.70	\$77.08	\$78.48
Administrative Assistant – Level 5	\$86.15	\$87.20	\$88.78	\$90.40	\$92.05
Help Desk Technician – Level 4	\$99.75	\$100.97	\$102.80	\$104.67	\$106.58

Service Contract Act (SCA) Matrix		
SCA Eligible Contract Labor Category	SCA Equivalent Code Title	Wage Determination (WD) Number
Help Desk Technician – Level 1	14101 – Computer Systems Analyst I	2015-4281, R 7
Help Desk Technician – Level 2	14102 – Computer Systems Analyst II	2015-4281, R 7
Help Desk Technician – Level 3	14103 – Computer Systems Analyst III	2015-4281, R 7
Administrative Assistant – Level 3	01613 – Word Processor III	2015-4281, R 7
Administrative Assistant – Level 4	01613 – Word Processor III	2015-4281, R 7
Administrative Assistant – Level 5	01613 – Word Processor III	2015-4281, R 7
Help Desk Technician – Level 4	14103 – Computer Systems Analyst III	2015-4281, R 7

The Service Contract Act (SCA) is applicable to this contract and it includes SCA applicable labor categories. The prices for the seven (7) SCA labor categories in the preceding Matrix are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCA Matrix. The prices awarded are in line with the geographic scope of the contract (i.e. nationwide)

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

******NOTE: All non-professional labor categories must be incidental to, and used solely to support professional services, and cannot be purchased separately.**

1. SCOPE

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT Professional 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 I-FSS-60 Performance Incentives (April 2000)

- 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.
- 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.

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

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS COMMERCIAL ITEMS (DEVIATION I – FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts 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 (Dec 2007) 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 Professional Services.

9. INDEPENDENT CONTRACTOR

All IT Professional 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 Professional 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 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) 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 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) 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 PROFESSIONAL SERVICES AND PRICING

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

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

**TERMS AND CONDITIONS APPLICABLE TO
ANCILLARY SUPPLIES AND/OR SERVICES
(SPECIAL ITEM NUMBER 132-100)**

Ancillary supplies and/or services are support supplies and services which are not within the scope of any other SIN on this schedule. These supplies and/or services may only be ordered in conjunction with or in support of supplies and/or services purchased under another SIN(s) in this solicitation to provide a solution to a customer requirement. This SIN may be used for orders and blanket purchase agreements that involve work or a project that is solely associated with the supplies and/or services purchased under this schedule. This SIN EXCLUDES purchases that are exclusively for supplies and/or services already available under another schedule and is limited to information technology (IT) products and/or services.

Special Instructions: The work performed under this SIN shall be associated with existing SINs that are part of this schedule. Ancillary supplies and/or services shall not be the primary purpose of the work ordered, but be an integral part of the total solution offered. Ancillary supplies and/or services may only be ordered in conjunction with or in support of supplies and/or services purchased under another SIN in this schedule.