Creative Information Technology, Inc. (CITI)

GSA Catalog

Contract No: GS-35F-0194W
Special Item Numbers 54151S
Category Code S: Information Technology Professional Services

Special Item Numbers 54151HEAL
Category Code S: Health Information Technology Services

Special Item Numbers 511210
Category Code S: Software Licenses

January 11, 2020 through January 10, 2025

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 performed by the publisher or manufacturer or one of their authorized agents.
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1.0 SPECIAL ITEM NO. 54151S - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES,  
Special Item No. 54151HEAL HEALTHCARE INFORMATION TECHNOLOGY SERVICES, and Special  
Item No 511210 SOFTWARE LICENSES 

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 Automated News Services, Data Services, or Other Information 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.

Creative Information Technology, Inc.  
7799 Leesburg Pike, Suite 500 North, Falls Church, Virginia 22043  
Telephone (703) 483-4300; fax (571) 633-1747  
Internet Address/Web Site: [http://www.citi-us.com](http://www.citi-us.com)  
Contract Number: GS-35F-0194W  
Period Covered by Contract: January 11, 2020 – January 10, 2025  
General Services Administration  
Federal Supply Service
Pricelist current through Modification #PS0033, dated 2/17/2022.

Products and ordering information in this Authorized FSS Information Technology Schedule Pricelist are also available on the GSA Advantage! System. Agencies can browse GSA Advantage! by accessing the Federal Supply Service’s Home Page via the Internet at http://www.fss.gsa.gov/

2.0 INFORMATION FOR ORDERING ACTIVITIES

1. Geographic Scope of Contract:
The geographic scope of this contract is the 48 contiguous states, the District of Columbia, Alaska, Hawaii, and the Commonwealth of Puerto Rico, and U.S. Federal government locations and facilities in other countries.

2. Contractor's Ordering Address and Payment Information:

**Contractor’s Ordering Address:** 7799 Leesburg Pike, Suite 500 North, Falls Church, Virginia 22043

**Contractor’s Service Area:** All Government locations within the scope of the contract.

**Contractor’s Payment Address:** 7799 Leesburg Pike, Suite 500 North, Falls Church, Virginia 22043

Contractors are required to accept credit cards for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. Credit cards will be acceptable for payment above the micro-purchase threshold. In addition, bank account information for wire transfer payments will be shown on the invoice.

The following telephone number(s) can be used by ordering activities to obtain technical and/or ordering assistance: (703) 483-4300

3. Liability For Injury Or Damage

The Contractor shall not be liable for any injury to ordering activity personnel or damage to ordering activity property arising from the use of equipment maintained by the Contractor, unless such injury or damage is due to the fault or negligence of the Contractor.

4. Statistical Data for Government Ordering Office Completion of Standard Form 279:

Block 9: G. Order/Modification Under Federal Schedule
Block 16: Data Universal Numbering System (DUNS) Number: 01-619-4438
Block 30: Type of Contractor - _A. Small Business

A. Small Disadvantaged Business
B. Other Small Business
C. Large Business
G. Other Nonprofit Organization
L. Foreign Contractor

Block 31: Woman-Owned Small Business - No
Block 36: Contractor's Taxpayer Identification Number (TIN): 52-1989645
4a. CAGE Code: 1JU52
4b. Contractor has registered with the Central Contractor Registration Database.

**5. FOB Destination**

**6. Delivery Schedule**

a. Time of Delivery: The Contractor shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below:

<table>
<thead>
<tr>
<th>Special Item Number</th>
<th>Delivery Time (Days ARO)</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>As negotiated w/the Ordering Agency</td>
</tr>
<tr>
<td>54151HEAL</td>
<td>As negotiated w/the Ordering Agency</td>
</tr>
<tr>
<td>511210 Software Licenses</td>
<td>As negotiated w/the Ordering Agency</td>
</tr>
</tbody>
</table>

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

**7. Discounts:** Prices shown are NET Prices; Basic Discounts have been deducted.

a. Prompt Payment: ___% - ___ days from receipt of invoice or date of acceptance, whichever is later.

b. Quantity

c. Dollar Volume

d. Government Educational Institutions

e. Other

**8. Trade Agreements Act of 1979, as amended:**

All items are U.S. made end products, designated country end products, Caribbean Basin country end products, Canadian end products, or Mexican end products as defined in the Trade Agreements Act of 1979, as amended.

**9. Statement Concerning Availability of Export Packing:** N/A

**10. Small Requirements:** The minimum dollar value of orders to be issued is $100.00.

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

a. The Maximum Order value for the following Special Item Numbers (SINs) is $500,000:

<table>
<thead>
<tr>
<th>Special Item Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S IT Professional Services</td>
<td></td>
</tr>
<tr>
<td>54151HEAL Services</td>
<td></td>
</tr>
<tr>
<td>511210 Software Licenses</td>
<td></td>
</tr>
</tbody>
</table>

**12. Use Of Federal Supply Service Information Technology Schedule Contracts.**

In accordance with FAR 8.404:

[NOTE: Special ordering procedures have been established for Special Item Numbers (SINs) 54151S IT Professional Services, 54151HEAL Services and 511210 Software Licenses; refer to the terms and conditions for those SINs.]
Orders placed pursuant to a Multiple Award Schedule (MAS), using the procedures in FAR 8.404, are considered to be issued pursuant to full and open competition. Therefore, when placing orders under Federal Supply Schedules, ordering activities need not seek further competition, synopsize the requirement, make a separate determination of fair and reasonable pricing, or consider small business set-asides in accordance with subpart 19.5. GSA has already determined the prices of items under schedule contracts to be fair and reasonable. By placing an order against a schedule using the procedures outlined below, the ordering activity has concluded that the order represents the best value and results in the lowest overall cost alternative (considering price, special features, administrative costs, etc.) to meet the ordering activity's needs.

a. Orders placed at or below the micro-purchase threshold. Ordering activities can place orders at or below the micro-purchase threshold with any Federal Supply Schedule Contractor.

b. Orders exceeding the micro-purchase threshold but not exceeding the maximum order threshold. Orders should be placed with the Schedule Contractor that can provide the supply or service that represents the best value. Before placing an order, ordering activities should consider reasonably available information about the supply or service offered under MAS contracts by using the GSA Advantage! on-line shopping service, or by reviewing the catalogs/pricelists of at least three Schedule Contractors and selecting the delivery and other options available under the schedule that meets the ordering activity's needs. In selecting the supply or service representing the best value, the ordering activity may consider:

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

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

Review additional Schedule Contractors:

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

NOTE: For orders exceeding the maximum order threshold, the Contractor may:

   (1) Offer a new lower price for this requirement (the Price Reductions clause is not applicable to orders placed over the maximum order in FAR 52.216-19 Order Limitations);
   (2) Offer the lowest price available under the contract; or
(3) Decline the order (orders must be returned in accordance with FAR 52.216-19).

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

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

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

13. Federal Information Technology/Telecommunication Standards Requirements:
ordering activities acquiring products from this Schedule must comply with the provisions of the Federal Standards Program, as appropriate (reference: NIST Federal Standards Index). Inquiries to determine whether or not specific products listed herein comply with Federal Information Processing Standards (FIPS) or Federal Telecommunication Standards (FED-STDs), which are cited by ordering activities, shall be responded to promptly by the Contractor.

13.1 Federal Information Processing Standards Publications (FIPS PUBS): Information Technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with the applicable "FIPS Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Information concerning their availability and applicability should be obtained from the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, Virginia 22161. FIPS PUBS include voluntary standards when these are adopted for Federal use. Individual orders for FIPS PUBS should be referred to the NTIS Sales Office, and orders for subscription service should be referred to the NTIS Subscription Officer, both at the above address, or telephone number (703) 487-4650.

13.2 Federal Telecommunication Standards (FED-STDs): Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STDs) should not be acquired unless a waiver has been granted in accordance with the applicable "FED-STD." Federal Telecommunication Standards are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National
Security Act. Ordering information and information concerning the availability of FED-STDS should be obtained from the GSA, Federal Supply Service, Specification Section, 470 East L Enfant Plaza, Suite 8100, SW, Washington, DC 20407, telephone number (202)619-8925. Please include a self-addressed mailing label when requesting information by mail. Information concerning their applicability can be obtained by writing or calling the U.S. Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number (301)975-2833.

14. Contractor Tasks / Special Requirements (C-FSS-370) (NOV 2001)

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

(b) Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub. L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. The Industrial Funding Fee does NOT apply to travel and per diem charges.

(c) Certifications, Licenses and Accreditations: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.

(d) Insurance: As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.

(e) Personnel: The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.

(f) Organizational Conflicts of Interest: Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor’s participation in such order may be restricted in accordance with FAR Part 9.5.

(g) Documentation/Standards: The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.

(h) Data/Deliverable Requirements: Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.

(i) Government-Furnished Property: As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.

(j) Availability of Funds: Many Government agencies operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for
ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.

15. Contract Administration For Ordering Activities

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

16. GSA Advantage!

GSA Advantage! is an on-line, interactive electronic information and ordering system that provides on-line access to vendors' schedule prices with ordering information. GSA Advantage! will allow the user to perform various searches across all contracts including, but not limited to:
(1) Manufacturer;
(2) Manufacturer's Part Number; and
(3) Product categories.

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

17. 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.

18. Overseas Activities

The terms and conditions of this contract shall apply to all orders for installation, maintenance and repair of equipment in areas listed in the pricelist outside the 48 contiguous states and the District of Columbia, except as indicated below:

NO EXCEPTIONS

Upon request of the Contractor, the ordering activity may provide the Contractor with logistics support, as available, in accordance with all applicable ordering activity regulations. Such ordering activity support will be provided on a reimbursable basis, and will only be provided to the Contractor's technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this contract.

19. Installation, Deinstallation, Reinstallation
The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of $2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall received less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds $2,000, then the requirements of the Davis-Bacon Act applies.

The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 132-8.

20. **Section 508 Compliance.**

If applicable, Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT) at [http://www.citi-us.com](http://www.citi-us.com). The EIT standard can be found at: [www.Section508.gov/](http://www.Section508.gov/).

21. **Prime Contractor Ordering From Federal Supply Schedules.**

Prime Contractors (on cost reimbursement contracts) placing orders under Federal Supply Schedules, on behalf of an ordering activity, shall follow the terms of the applicable schedule and authorization and include with each order

(a) A copy of the authorization from the ordering activity with whom the contractor has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor); and

(b) The following statement:

This order is placed under written authorization from ______ dated ______. In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.

22. **Insurance Work on a Government Installation (Jan 1997)(Far 52.228-5)**

(a) The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.

(b) Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective

(1) For such period as the laws of the State in which this contract is to be performed prescribe; or

(2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.
(c) The Contractor shall insert the substance of this clause, including this paragraph (c), in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and maintain the insurance required in the Schedule or elsewhere in the contract. The Contractor shall maintain a copy of all subcontractors’ proofs of required insurance, and shall make copies available to the Contracting Officer upon request.

3.0 TERMS AND CONDITIONS

Note: The terms in conditions in this Section apply to IT Professional Services (SIN 54151S), Healthcare Information Technology Services (SIN 54151HEAL), and Software Licenses (SIN 511210).

1. Scope

a. The prices, terms and conditions stated under Special Item Number 541151S Information Technology Professional Services, Special Item Number 54151HEAL Healthcare Information Technology Services and Special Item Number 511210 Software Licenses apply exclusively to IT Services and Software Licenses 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 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 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.

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.


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

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

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

(a) When ordering services, ordering activities shall

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

   (ii) The request may ask the contractors, if necessary or appropriate, to submit a project plan for performing the task, and information on the contractor’s experience and/or past performance performing similar tasks.

   (iii) The request shall notify the contractors what basis will be used for selecting the contractor to receive the order. The notice shall include the basis for determining whether the contractors are technically qualified and provide an explanation regarding the intended use of any experience and/or past performance information in determining technical qualification of responses. If consideration will be limited to schedule contractors who are small business concerns as permitted by paragraph (2) below, the request shall notify the contractors that will be the case.

(2) Transmit the Request to Contractors:

Based upon an initial evaluation of catalogs and price lists, the ordering activity should identify the contractors that appear to offer the best value (considering the scope of services offered, pricing and other factors such as contractors locations, as appropriate) and transmit the request as follows:

NOTE: When buying IT professional services under SIN ONLY, the ordering office, at its discretion, may limit consideration to those schedule contractors that are small business concerns. This limitation is not applicable when buying supplies and/or services under other SINs as well as SIN 54151S. The limitation may only be used when at least three (3) small businesses that appear to offer services that will meet the agency’s needs are available, if the order is estimated to exceed the micro-purchase threshold.

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

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

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

   (iv) Ordering activities should strive to minimize the contractor’s costs associated with responding to requests for quotes for specific orders. Requests should be tailored to the minimum level necessary for adequate evaluation and selection for order placement. Oral presentations should be considered, when possible.

(3) Evaluate Responses and Select the Contractor to Receive the Order:
After responses have been evaluated against the factors identified in the request, the order should be placed with the schedule contractor that represents the best value. (See FAR 8.404)

4. Order

a. Agencies may use written orders, individual purchase orders, or task orders for ordering services under this contract. 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 Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.

b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

5. Performance of Services

a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.

b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.

c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.

d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

6. Inspection of Services

The Inspection of Services Fixed Price (AUG 1996) 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) 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 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 I (APR 1984) 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 (DEC 2002) applies to labor-hour orders placed under this contract.

13. Resumes

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

14. Incidental Support Costs

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

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

4.0 DESCRIPTIVE INFORMATION RELATING TO THE EQUIPMENT AND/OR SOFTWARE OFFERED

Creative Information Technology, Inc. (CITI) provides IT Professional Services and Maintenance of Software as a Service in accordance with generally accepted technical, professional, administrative and business practices in the IT industry, and in accordance with all applicable Federal, State, and local laws and regulations.

5.0 PRODUCTS AND SERVICES PRICELIST

This section includes the following subsections:

5.1 Qualifications and General Responsibilities of Each Labor Rank (Senior, Junior, etc.)
5.2 Labor Category Descriptions
5.3 Price List: Price per Hour by Labor Category and Rank, Contractor Site and Government Site, IFF Included
5.4 Unify Product Description
5.5 Unify Product pricing

5.1 QUALIFICATIONS AND GENERAL RESPONSIBILITIES OF EACH LABOR RANK
(SENIOR, JUNIOR, ETC.)

Super Experience
- Fifteen years’ experience related to the functional responsibilities of this labor category.

Education **
- Ph.D. or comparable professional degree or license from an accredited college or university, OR, twenty years’ post-bachelor’s-degree professional/technical working experience in commerce or government.

Other Qualifications
- Security clearance at the DOD DSS Secret level or above, or (for certain positions) DOD DSS Top Secret or comparable clearance.
- Recognition as an expert in the functional responsibilities of this labor category by such means as prior highly responsible positions, publications, honors and awards, professional memberships, etc.

Responsibilities
- Works independently to achieve broad goals set by top management.
- If a manager, is responsible for achieving the goals of a division or similar multi-project business entity that operates as a cost or profit center.
- Work product is typically reviewed monthly or when a product is ready for delivery.

Principal Experience
- Ten years’ experience related to the functional responsibilities of this labor category.

Education
- M.A., M.S., MBA, or comparable degree from an accredited college or university, OR, twelve years’ post-bachelor’s-degree professional/technical working experience in commerce or government;

Other Qualifications
- Security clearance at the DOD DSS Secret level or above, or (for certain positions) DOD DSS Top Secret or comparable clearance.

Responsibilities
- Works under general or broad supervision.
- If a manager, is responsible for achieving the goals of a branch or major project.
- Work product is typically reviewed monthly.

Senior
Experience
- Five years’ experience related to the functional responsibilities of this labor category.

Education
- M.A., M.S., MBA, or comparable degree from an accredited college or university, OR, eight years’ post-bachelor’s-degree professional/technical working experience in commerce or government. For technical positions, relevant technical training or certifications.

Other Qualifications
- Security clearance at the DOD DSS Secret level or above, or Interim Secret clearance pending final determination.

Responsibilities
- Works under general or broad supervision.
- If a manager, is responsible for achieving the goals of a team, a section, or a single project.
- Work product is typically reviewed monthly or more often.

Mid-level
Experience
- Two years’ experience related to the functional responsibilities of this labor category.

Education
- B.A., B.S., BBA, or comparable degree from an accredited college or university. For technical positions, relevant technical training or certifications.

Other Qualifications
- Security clearance at the DOD DSS Secret level or above, or Interim Secret clearance pending final determination.

Responsibilities
- Works under a mix of detailed and broad supervision, depending on the demands and challenges of the work.
- Work product is typically reviewed weekly or more often.
- If a manager or supervisor, is responsible only for work product, not for the people who perform the work.

Junior
Experience
- This is an entry-level rank, and therefore no specific experience is required. The candidate must, however, present some significant work experience that proves his or her reliability, competence, and dedication.

Education
- B.A., B.S., BBA, or comparable degree from an accredited college or university, OR, actively pursuing such a degree with at least one year completed.

Other Qualifications
- Aptitude to perform the functional responsibilities of this labor category.

Responsibilities
- Works under detailed supervision.
- Work product is typically reviewed daily. Has no supervisory authority.
Qualifications required of all ranks

▪ Excellent oral and written communications skills in English, and in other language(s) as appropriate to the specific assignment.
▪ Evidence of clearability at the DOD DSS Secret level.
▪ U.S. high school diploma or equivalent.

** The post-high-school educational qualifications listed above may be waived for the following positions, at the discretion of corporate management:

Admin/Clerical Specialist
Data Entry Specialist
Network Specialist
PC/Desktop Specialist
System Administrator
System Operator
User Support Specialist

5.2 LABOR CATEGORY DESCRIPTIONS

Labor Category Descriptions

This section contains detailed functional responsibilities for each proposed labor category. The primary responsibility of personnel in each category (marked “1” below) is reproduced in the rate comparator table in Section 5.3 of this proposal

ADC Admin/Clerical Specialist

▪ Provide daily IT and general administrative support; maintain personnel and other files; prepare correspondence and schedules; coordinate travel; assist in the preparation of presentation graphics; support development of contract deliverables and reports.
▪ Develop, draft, write, and edit briefs, proposals, and other documents.
▪ Coordinate meetings, maintain logs, records and files; provide end-user support.
▪ Assist in budgetary, billing, and financial management.

BUS Business/Management Specialist

▪ Coordinate resources and schedules to facilitate completion of contract deliverables, task reviews, etc.
▪ Evaluate existing business management procedures, processes, techniques, models, and systems.
▪ Develop and institute business systems and procedures to promote efficiency and effectiveness.
▪ Advise and assist management on all aspects of quantitative management-science and operations-research support.
▪ Assist management in developing and monitoring budgets and performing long-term business projections.
▪ Identify resource requirements. Coordinate procurement activities. Qualify suppliers and monitor their performance.
▪ Support program managers in all non-technical aspects of program management.
▪ Develop and monitor measures of organizational effectiveness.
- Coordinate with the finance and accounting function regarding organization management and business development.
- Develop and institute benefit-cost analyses.
- Identify and define issues and problems in areas where precedents may not exist.

**CFG Configuration Specialist**
- Manage and regulate the system change process so that only approved and validated changes are incorporated into applications, databases, and system software.
- Provide configuration management planning.
- Describe provisions for configuration identification, change control, configuration status accounting, and configuration audits.
- Analyze and evaluate hardware and software application and compatibility to be used for IT support.

**DDB Data/Database Specialist**
- Design, implement, and maintain complex databases with respect to organization, access methods, indexing, device allocation, validation checks, organization, protection and security, update frequencies and methods, onsite and offsite backup frequencies, documentation, etc. for specific applications.
- Define all required database administration policies, procedures, standards, and guidelines.
- Analyze and identify data and metadata user and technical requirements.
- Develop and maintain data dictionaries, object and data models and ontologies, and metadata repositories.
- Prepare and implement data quality processes and validation methods.
- Project long-range requirements for database administration and design in cognizance of planned and probable information system and application requirements.
- Advise users on access to various databases. Establish and administer user privilege classes. Distribute and monitor use of logons and passwords.
- Monitor database-related standards, procedures, and best practices.
- Facilitate database structure change control, problem management, and communication among data specialists, system analysts, system designers, and system developers.
- Design, implement, and support data warehousing requirements.
- Work with system developers to implement business rules via stored procedures, middleware, or other technologies.

**DEN Data Entry Specialist**
- Extract, cross-reference, and prepare data for entry; input data from source documents; compile and summarize data; develop charts, graphs, and other statistical reports.
- Research the availability of, and identify documents responsive to, information access requests.
- Produce and maintain inventory of source documents.

**DOC Documentation Specialist**
- Prepare and edit technical and user documentation, including: business processes; functional and technical requirements; system/subsystem specifications, program and operations documentation, procedures and methods including user manuals, reference manuals, and training materials.
- Participate in review sessions and/or system walkthroughs.
- Translate technical information into clear, readable documents to be used by technical and non-technical personnel.
- Assist in preparing material for executive briefings and assist in actual briefings.
- Maintain a current internal documentation library.

**ENT Enterprise Architecture Specialist**
- Develop and apply organization-wide information models in support of business process improvement, business process modernization projects, and most efficient and effective data and information flow among systems and to users.
- Design complete enterprise-wide IT solutions which incorporate technical infrastructure, hardware, and software.
- Develop architectural products and deliverables for the enterprise and operational business lines.
- Advise on selection of technology purchases with respect to processing, data storage, data access, and application development.
- Support business case analysis; identify alternative solutions and resulting business impacts.
- Identify necessary interfaces between enterprise solution applications and the legacy IT environment.
- Provide high-level architectural expertise to managers and technical staff.

**FIN Financial Analyst**
- Provide support in the areas of budget, billing, reporting, and financial management for IT initiatives.
- Prepare or review annual and long-term operational unit budgets in accordance with management objectives and priorities.
- Participate in capital budget planning.
- Participate in contract terms development to ensure financial accountability and control.
- Compare competing projects on the basis of current and future costs and benefits.
- Monitor invoices to ensure the cost items are adequately documented and are in accordance with contract terms.
- Evaluate the costs of alternative ways to accomplish functional objectives.

**IAS Information Assurance/Security Specialist**
- Design, implement, test, administer, monitor, and enforce information security programs, policies, guidelines, standards, and procedures.
- Establish information assurance and security requirements based upon analyses of user, policy, regulatory, and resource demands.
- Identify, deter, monitor, and investigate computer and network intrusions; identify, report, and resolve security violations.
- Oversee and review testing and implementation of software, data systems, and data networks to ensure that the integrity and security of all electronic data and data systems are adequately protected.
- Perform vulnerability assessments and risk analyses of computer systems and applications during all phases of the system development life cycle.
- Implement plans and processes to ensure successful disaster recovery and business resumption.
- Provide tactical information security advice and examine the ramifications of new technologies.
Implement security training programs appropriate to the organization.

**NET Network Specialist**
- Design, build, implement, test, support and maintain network systems including LAN/ MAN/ WAN systems and the related servers and data communication devices and protocols.
- Assess and document network configuration and user requirements.
- Coordinate the purchase, testing, installation, and support of network hardware and software.
- Participate in planning and installation of new network hardware and software.
- Provide quality assurance review and the evaluation of new and existing network software products.
- Provide routine testing and analysis of all elements of the network facility, including power, software, communications machinery, lines, modems, and terminals.
- Monitor and respond to network hardware and software problems.
- Analyze network traffic and provide capacity planning solutions.
- Perform system-level design and configuration of commercial network products including determination of hardware, OS, and other platform specifications.

**PCD PC/Desktop Specialist**
- Install, configure, support, troubleshoot, and repair PC and other desktop hardware and software and associated data communications links. Install new applications.
- Provide brief ad hoc tutoring at individual user locations as needed.
- Develop test strategies, devices, and systems.
- Perform stress and performance tests on a variety of computer hardware and software.
- Perform local and file server backups.
- Analyze and develop new hardware requirements; prepare specifications for hardware acquisitions.
- Develop hardware installation schedules.
- Prepare site installation and test reports.
- Coordinate post-installation operations and maintenance support.

**PGM Program Manager**
- Organize, direct, and coordinate planning and production of all contract support activities above the project level or across projects.
- Ensure overall contract performance, including conformance with schedules and costs.
- Maintain and manage the customer interface at the senior levels of the customer organization, including, as needed, Contracting Officer, Contracting Officer’s Representatives, GTMs, and Task Managers.
- Supervise project managers within the overall program; ensure proper formulation and review of project plans and deliverable items.
- Coordinate the management of all work performed on a contract, including subcontractors, team members, and vendors.
- Assemble and recruit personnel necessary to perform projects.
- Allocate resources to assigned work and recommend or determine required personnel actions.
- Manage the administration and budget of multi-project programs.
- Support achievement of the customer’s annual and long-term goals.

**PAD Program/Project Administrator**
- Conduct administrative activities related to a program or project, including financial management, budgeting, staffing, resource planning, and financial reporting.
- Provide operational planning support including installation and deployment planning, development and monitoring of scheduling and timelines, establishing metrics, tracking suspense items, etc.
- Maintain workforce loading schedules (labor hours by month by task); estimate future changes in workforce requirements.
- Perform analysis, development, and review of program administrative operating procedures.
- Review and evaluate existing procedures, processes, techniques, models, and systems related to management problems or contractual issues; recommend solutions.

**PAN Project Analyst**
- Plan, design, and conduct program and project studies including risk analyses, contingency planning, feasibility studies, and potential for cross-project synergies.
- Understand policies and standards issued by GAO, NIST, OMB, and other relevant bodies. Evaluate projects in terms of these policies and standards.
- Analyze proposed projects in terms of viability in themselves, and conformance to management objectives and priorities.
- Analyze and advise on project response to changing circumstances such as budget levels, government mandates, agency policies, and technological advances.
- Understand logical relationships among projects. Highlight critical paths. Document potential risks to one project from limitations or risks in another.
- Assist customers in developing and completing OMB-300 forms and other cross-agency requirements for management review and approval.

**PJM Project Manager**
- Manage and direct team on a project or a significant segment of a large, complex project.
- Develop detailed work plans, schedules, project estimates, resource plans, and status reports.
- Oversee all aspects of projects; provide day-to-day technical guidance and leadership to project personnel.
- Analyze and evaluate major aspects of a project.
- Analyze project-related problems and create innovative solutions involving finance, scheduling, technology, methodology, tools, or solution components.
- Meet with customer staff at all appropriate levels to discuss and analyze management, technical, and business issues.
- Ensure adherence to quality standards; review project deliverables prior to turnover.
- Manage the integration of vendor tasks; track and review vendor deliverables.

**QAS Quality Assurance Specialist**
- Develop, implement, and monitor quality assurance methodologies and plans to ensure compliance with QA standards, guidelines, and procedures.
- Establish and maintain a process for evaluating software and its associated documentation.
- Determine the resources required for quality assurance.
- Conduct formal and informal reviews at pre-determined points throughout the application development life cycle to ensure an acceptable level of quality.
- Evaluate, recommend, and implement automated test tools and strategies.
- Design, implement, and conduct test and evaluation procedures to ensure system requirements are met, including automated test scripts.
▪ Develop and execute system test cases; analyze test case results and provide regular progress reports.
▪ Perform workflow analysis and recommend quality improvements.
▪ Perform IV&V testing; make recommendations for remediation of problems.

**SME Subject Matter Specialist**
▪ Serve as subject matter expert, applying in-depth knowledge of a particular area, such as laws and regulations, intelligence, finance, accounting, banking, construction, etc., or the various sciences, to corporate and customer decision-making.
▪ Provide technical knowledge and analysis of highly specialized applications and operational environments, high-level functional systems analysis, design, integration, documentation and implementation advice on exceptionally complex problems that need extensive knowledge of the expert’s subject matter for effective implementation.
▪ Bring SME knowledge to bear on all phases of software development, including planning, analysis, testing, integration, documentation, and presentation.

**SAD System Administrator**
▪ Plan and manage the daily activities of configuration and operation of automated business systems; optimize system operation and resource utilization; perform system capacity analysis and planning.
▪ Resolve priority or scheduling conflicts.
▪ Perform quality control checks of work completed or in progress to ensure accuracy and completeness of IT products.
▪ Analyze, evaluate and test software/hardware problems.
▪ Schedule, perform, and validate installations and upgrades to operating systems and software packages.
▪ Monitor and tune the system to achieve optimum performance levels.
▪ Ensure data/ media recoverability by implementing a schedule of onsite and offsite system backups and database archive operations.
▪ Develop and maintain a comprehensive operating system hardware and software configuration database or library of all supporting documentation.
▪ Develop and promote standard operating procedures.

**SAN System Analyst**
▪ Analyze systems, not limited to automated systems, to determine if management requirements are being met most efficiently, at the lowest practicable cost, and in the optimum time-frame. Develop requirements and make recommendations for improvement of systems or development of new systems.
▪ Analyze business problems for resolution through automation.
▪ Develop, in conjunction with functional users, system alternative solutions.
▪ Prepare cost-benefit and return-on-investment analyses to help management decide whether implementing a proposed system will be financially feasible.
▪ Conduct system performance modeling and analyses, system reliability/ security analyses, and developing the technical strategy for accomplishing objectives.
▪ Work with project managers, developers, and end users to ensure application designs meet business requirements.
▪ Devise or modify procedures to solve complex problems considering system capacity and limitations, operating time, and desired results.
Customize and configure business workflow to mesh with existing or planned computer-based systems and applications.
Coordinate closely with designers and developers to ensure proper implementation of program and system specifications.

**SDE System Designer/Engineer**
- Design and prepare technical specifications for new applications projects, detailing precisely what the software will accomplish; actively monitor application development activities to ensure compatibility with architectural framework at the applications, data, and technology levels.
- Review technical work products for correctness, robustness, adherence to design concepts, effectiveness in meeting user requirements, and compliance with industry-accepted standards.
- Develop integrated system test requirements, strategies, devices and systems; direct overall system level testing.
- Design and architect the applications portion of the customer’s enterprise architectural framework.
- Design software tools and subsystems to support software reuse and domain analyses; manage their implementation.
- Evaluate new and existing software products.

**SDV System Developer**
- Translate detailed design into computer software: develop, test, debug, implement, and maintain computer programs and automated processes.
- Estimate software development costs and schedule.
- Prepare and maintain documentation, e.g. report formats, record layouts, screen layouts, algorithms, operator instructions, etc.
- Participate in the development of system user manuals and training materials.
- Assist in quality assurance testing of applications.
- Troubleshoot application production problems; resolve problems with developed systems.
- Evaluate and recommend application software packages, application integration tools, and testing tools.
- Implement modifications to existing systems to reduce operating time or improve efficiency.

**SOP System Operator**
- Support daily operations at computer centers, including batch job execution, on-line task initiation and monitoring, device reconfiguration, system back-up and system recovery, data purges, tape management, and other processes.
- Coordinate input, output, and file media.
- Provide computer output to users.
- Ensure that production schedules are met.
- Record details of system operation for analysis of system activity to recognize abnormal operating situations and to realign resources as needed.
- Ensure that computer system resources are used effectively.
- Reallocate resources and adjust workload to support critical applications in the case of device failure.
- Coordinate the resolution of production-related problems and prepare trouble reports.
TWE Technical Writer/Editor
- Develop, write, and edit technical articles, reports, brochures, user guides, briefs, proposals, reports, and manuals for a wide range of users and uses.
- Ensure content is of high quality and conforms to relevant policies and standards.
- Coordinate the display of graphics and the production of the document.
- Organize material and complete writing assignments according to established standards.
- Review material and recommend changes in scope, format, content, and methods of reproduction.
- Edit, standardize and make changes to material prepared by technical and non-technical personnel.
- Collect and organize information required for preparation of user materials.

TNG Training Specialist
- Train technical, management, and user personnel by conducting formal classroom courses, workshops, seminars, or computer based - computer aided training.
- Identify the best training methods to be used.
- Develop and revise training courses.
- Develop instructor materials (course outline, background material, and training aids).
- Develop student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms).
- Prepare training catalogs.
- Evaluate effectiveness of instruction by ensuring students have a thorough knowledge of subject matter and hands-on skill at performing required tasks.
- Maintain records of training activities, employee progress, and program effectiveness.

USP User Support Specialist
- Receive, diagnose problems, and respond to telephone calls, email, and in-person requests for technical support from users.
- Ensure a timely process through which problems are controlled, including problem recognition, research, isolation, resolution, and follow-up.
- Track help requests and responses actively, until resolved; compile statistics regarding timeliness and success of support actions.
- Recommend system modifications to reduce user problems.
- Develop, gain agreement on, and support Service Level Agreements (SLAs).
- Prioritize and respond to frequently asked questions. May develop and use FAQ scripts.

WCN Web Content Specialist
- Locate, acquire, verify, post, maintain, and update website content.
- Develop or recommend website content to implement management objectives for the site.
- Conduct website editorial activities including gathering and researching information that enhances the value and currency of the site.
- Employ knowledge of one or more specific areas relevant to the customer’s mission and objectives, e.g., economics, taxation policy, energy policy, administrative processes, etc.
- Survey internal and external website users to gather feedback for site improvement.

WDE Web Designer/Developer
▪ Design and develop website(s) to support the organization's strategies and goals relative to internal and external communications requirements.
▪ Work with graphic designers and other members of a project team to develop the site concept, interface design, and architecture of the web site.
▪ Design and develop user interface features, site animation, and special-effects elements.
▪ Define and design the web infrastructure; recommend server operating systems, hardware requirements, and encryption standards for internet and intranet communications.
▪ Design and implement an intranet strategy for the authorization of approved users.
▪ Provide technical advice and expertise to webmasters and developers in installation, acceptance testing, and evaluation of newly released and beta software.
▪ Integrate web applications with backend databases.
▪ Responsible for currency, quality, and integrity of information in an organization’s web sites, ensuring consistency across sites and adherence to relevant standards.
▪ Maintain ongoing knowledge of new internet technologies and the ability to apply them where and when needed.

**WMS Webmaster**
▪ Monitor website performance; monitor user interactions and issues including system response, ensure against broken internal or external links including to databases; post new content as required or as scheduled; improve website accessibility and ability of users to navigate the site and obtain the results they require.
▪ Provide daily web-database interaction and uploading and downloading files for website.
▪ Provide setup and maintenance of domain name servers and organize material for presentation.
▪ Manage web pages, hyperlinks, and supporting multi-media content.
▪ Provide file management of published media, tracking and reporting usage of technology, and general technical support in internal and external web environment.
▪ Ensure quality and content of internet and intranet services through close relationships with content contributors/owners and outside vendors.
▪ Support the development of the customer’s electronic media communication strategy and plan for internal and external web sites.
▪ Develop standards and guidelines for style and content by coordinating with stakeholders.
▪ Ensure that appropriate security measures are implemented to safeguard web site content and restrict its use to appropriate users.

**USM Unify Subject Matter Expert**
Provide Child Welfare domain expertise to the team based on State experience. Work with the implementation team to define the product roadmap

**UPO Unify Product Owner**
Lead the Unify team for the planning and development of features and functionality based on the product roadmap

**UAR Unify Architect**
Provide and leads the system architecture of the Unify system based on latest technology

**UBM Unify Business Management Specialist**
Provides Business and functional leadership to ensure that the product meets the Child Welfare requirements

**UOS Unify OCM Specialist**
Provide Organization change management during the implementation of the product to facilitate the client

**UDM Unify Delivery Manager**
Provides delivery of the product based on Project execution for various clients

**UCE Unify Cloud Engineer**
Manages the cloud implementation of the Unify solution

**UPE Unify Product Engineer**
Leads the development of the features to be implemented for the Unify product roadmap and client implementations

**USE Unify Support Engineer**
Provides support to clients on the State implementations of the Unify functionality

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**Project Manager – Midlevel** - BI Team Lead/Manager (5), as leader of a particular project, is responsible for delivery of all project tasks and outcomes for that project. The BI Team Lead/Manager works closely with the business constituents of the release, interprets business needs in technical terms, and coordinates with the program team to ensure adherence to all standards and BI processes

**Business Analyst Midlevel** - Healthcare Business Analyst (10) has significant experience in the health payer industry, especially with the Blues, and is knowledgeable regarding best practices and understands industry trends and challenges. Experienced in designing and documenting business process requirements for all related business, financial, and operational systems critical to core business functions within FEP. Able to elicit, analyze, specify, and validate the business needs of project stakeholders at FEP. This may require the Business Analyst to research and analyze data in support of business functions, process knowledge, and systems requirements. Recommends additions or improvements to existing business and operational processes and procedures.

**Integration Architect – Senior** - BI Architect (7) provides a key role in meeting user expectations of the data warehouse. This person determines the most appropriate mechanism for delivering standardized reporting (e.g., ad hoc reporting, decision support systems, OLAP, executive dashboards, scorecards) in an attempt to limit duplication of effort. The BI Architect ensures that business rules are applied consistently across the different user interfaces to limit the possibility of inconsistent results.

**Integration Architect – Principal** - Business Solution Architects (7) assemble discovered data and structure it to ensure it can be usefully queried in appropriate timeframes by all users; they ensure that data is structured and stored according to industry best practices in an efficient and non-redundant fashion. Some data needs to be accessed on an hourly basis, for example, so that the underlying data needs to be updated every hour.
**Business Analyst – Midlevel** - BI Business Specialist (7) participates in the development process, having responsibilities such as identifying the appropriate data uses and data structures required for analysis in the business or functional area. The BI business Specialist is knowledgeable about the information required to support functional areas of the business. Each project team will require one FTE resource, which may consist of two to three contributing individuals from the business area of focus. They participate in the BI project to ensure that the right information is identified at the appropriate level of detail to assist in analysis of the business and that the BI enables modes of accessing and analyzing data that are most conducive to fulfilling the objectives of the business. They also spearhead data stewardship and data quality programs. They may solicit support from others in the business organization.

**BI Report Writer – Midlevel** - Decision Support Analyst (7) is an expert in understanding business objectives, questions, and problems, and at obtaining and presenting data to address the issues. The analyst creates data results through a mastery of techniques and tools that range from basic queries through multidimensional analyses and data mining, forming new relations and derivations as necessary, and extracting the maximum amount of valid information content from the data.

**Trainer – Junior** - BI Developer / Trainer 1 – three years of BI experience, primarily in Cognos. Works with the BI Architect and business analysts to ensure the ease of use and flexibility of user interfaces

**Trainer – Midlevel** - BI Developer / Trainer 2 – four to six years of BI experience, primarily in Cognos. Takes the design and technical specifications and develops effective and high quality technical solutions that meet the business requirements.

**Trainer – Senior** - BI Developer / Trainer 3 – seven+ years of BI experience, primarily in Cognos. Takes the design and technical specifications and develop effective and high quality technical solutions that meet the business requirements.

**Database Architect – Junior** - Data Warehouse Architect (7) must have knowledge of all components of the warehousing architecture including: technical infrastructure, data, ETL, BI, and metadata management. They will ensure that appropriate standards are followed and that individual components of the architecture are compatible with the architecture layers.

**Database Architect – Midlevel** - Data Warehouse Technical Architect (7) must have expert knowledge and understanding of all components of the warehousing architecture.

**Integration Architect – Principal** - ETL Architect (7) is responsible for defining and establishing an ETL strategy.

**Junior** - ETL Developer 1 – one to three years of experience primarily in Ab Initio is responsible for all tasks involved in extracting, transforming, and loading data into the warehouse.

**Programmer – Junior** - ETL Developer 2 – four to six years of experience primarily in Ab Initio is responsible for all tasks involved in extracting, transforming, and loading data into the warehouse.

**Programmer – Midlevel** - ETL Developer 3 – seven+ years of experience primarily in Ab Initio is responsible for all tasks involved in extracting, transforming, and loading data into the warehouse.

**Application Analyst – Senior** - Business Information Architect (10) has demonstrated progressive accomplishment in managing and implementing large, complex information management systems,
including areas such as systems integration and development, package implementation, and/or interactive design, and has strong familiarity with application servers, networks, and other technologies and products that support e-business.

**Application Analyst – Midlevel** - Business Information Designer (7) structures data for optimal access, performance, and integration. This role is responsible for building new data sets and data structures as required to support business needs, and for managing the distribution, replication, and archival of data.

**Technical Manager – Midlevel** - Technical Solutions Architect (7) strategically designs information systems and networked software architectures. Evaluates and selects any required applications and technologies and may provide technical leadership for a project.

**Database Administrator – Senior** - Data Architect (7) is responsible for ensuring that the proper data is available to achieve the business objective for analytical reporting and analysis. This person will be a key resource due to their in-depth knowledge of the data available in the organization and how the business uses that data.

**Database Administrator – Midlevel** - Data Administrator (7) is responsible for directing the collaboration and communication that must take place to ensure the data assets of FEP are used to their maximum return on investment.

**Midlevel** - Data Scientist (7) takes organized data and creates sophisticated analytics models that, for example, help predict customer behavior and allow advanced customer segmentation and pricing optimization. They ensure each model is updated frequently so it remains relevant.

**Database Administrator – Midlevel** - Database Administrator (7) manages and maintains all production and non-production databases. Responsible for standards and design of physical data storage, maintenance, access, and security administration. Performs backup and recovery on DBMS and configures database parameters, among other activities.

**Midlevel** - Metadata Repository Manager (7) is responsible for all methods and procedures for proper use and maintenance of the metadata environment.

**Midlevel** - Data Modeler (6) is accountable for analyzing and developing complex logical database designs, logical data models and relational data definitions in support of corporate and customer information systems requirements.

**Junior** - Metadata Analyst (5) will ensure that the metadata strategy is implemented and maintained according to the metadata standards.

**Junior** - Business Data Analyst (4) is responsible for ensuring that the proper data is available to achieve the business objective for analytical reporting and analysis. Serves as a key resource due to in-depth knowledge of the data available in the organization and how the business uses that data.

**Junior** - System Analyst 1 – one to three years of systems analysis experience, primarily in data warehousing. The primary role of the data analyst 1 is to take the data requirements and translate these requirements into the ETL technical specifications that provide the roadmap for implementation.

**Support System Analyst – Junior** - System Analyst 2 – four to six years of systems analysis experience, primarily in data warehousing. The primary role of the data analyst 2 is to take the business and data requirements and translate these requirements into the data and ETL technical specifications that provide the roadmap for implementation.
Support System Analyst – Midlevel - System Analyst 3 – seven+ years of systems analysis experience, primarily in data warehousing. The primary role of the data analyst 3 is that of a system data Subject Matter Expert; with multiple years of experience in the health payer industry and working with payer data models.

Midlevel - Statistician (20+) is expert in the area of advanced statistical modeling of market research data to answer business questions. Expert in various statistical techniques (i.e., regression, segmentation, structural equation, and models) and proficient in the use of advanced statistical methodologies, as well as experienced in the areas of sampling and research design for consumer and business market research.
5.3 PRICE LIST: PRICE PER HOUR BY LABOR CATEGORY AND RANK, CONTRACTOR SITE AND GOVERNMENT SITE, INCLUDING IFF

Pricing for all IT Services shall be in accordance with the pricing table below (FSS IT Schedule Price-List). The Prices are effective January 11, 2019 through January 10, 2025.
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5.4 Unify Product Description and Modules

CITI provides a comprehensive solution comprised of, but not limited to, the following Comprehensive Child Welfare Information System (CCWIS) modules identified below.

**Intake/Referrals Investigation and Assessment** - Unify Intake and Referral and Investigation modules include requirements for all standard points of entry for Child Welfare. It also includes receiving and processing referrals for services and/or requests for information, and all other forms of intake. The Investigation and Assessment module allows effective investigations by building on client and demographic data.

**Case Management** - Unify Case Management module supports case lifecycles for all child welfare case management from case opening or entry in care to closure and post permanency support.

**Provider Management** – This module supports the maintenance and monitoring of information on an array of service providers, including prevention programs, facilities, foster/adoptive homes, contracts, and non-contract agreements. This includes general provider management, facilities support, foster and adoptive home support, contract support, and non-contract agreements.

**Eligibility and Financial Management** - Unify Eligibility and Financial Management module consists of features that:

- Aid in the determination of programs for which funding support is available to clients receiving services
- Tracking and managing financial authorizations and transactions, including federal participation and reimbursement eligibility to the State. The module meets all financial and eligibility requirements of Federal agencies. It can be tailored to State-specific needs in determinations, claiming, and financial management.

**Reports and Data Insights** - Unify Data Insights and Reporting tools provide consumable metrics associated with caseloads and actions on individual cases. The feature also provides a tool for worker metrics from all modules and workstreams, including Intake and Referral, Investigations, Differential Response and Prevention, Case Management, Permanency Planning, Adoption, and more.
### 5.5 Unify Price Sheet

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5.6 LIST OF SERVICE AND DISTRIBUTION POINTS

CITI provides services on site at customer (government) facilities, and at our own facilities in Arlington and Falls Church, Virginia. The choice of work site in each case is determined through discussions between CITI and the ordering agency.