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**AUTHORIZED  
INFORMATION TECHNOLOGY SCHEDULE PRICELIST  
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY  
EQUIPMENT, SOFTWARE AND SERVICES**

Komplete Systems Integrators, Inc. is a management and information technology consulting firm specializing in project management and information systems implementation. Projects range from complex e-business and web development initiatives to enterprise wide application development and technical system support. The technology professionals we deploy include software developers, project managers, database specialists, networking and internetworking specialists, and help desk support professionals.

Komplete Systems Integrators, Inc. is an 8(a) Certified Asian-American, Small Business. We are headquartered in Atlanta, GA and have been in business since 2003.

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

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 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.

**Komplete Systems Integrators, Inc.**

3330 Cumberland Blvd., Suite 500

Atlanta, Georgia 30339

770-690-4272 Phone

678-827-0944 Fax

www.kompsys.com

Contract Number: **GS-35F-0230V**

Period Covered by Contract: **Feb 17, 2009 through Feb 16, 2014**

General Services Administration  
Federal Acquisition Service

Pricelist current through Modification #\_\_\_\_\_, dated \_\_\_\_\_.

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 Acquisition Service's Home Page via the Internet at <http://www.fss.gsa.gov/>

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# Komplete Systems Integrators, Inc.

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# Komplete Systems Integrators, Inc.

## INFORMATION FOR ORDERING ACTIVITIES

APPLICABLE TO ALL SPECIAL ITEM NUMBERS

### SPECIAL NOTICE TO AGENCIES: Small Business Participation

SBA strongly supports the participation of small business concerns in the Federal Acquisition Service. To enhance Small Business Participation SBA policy allows agencies to include in their procurement base and goals, the dollar value of orders expected to be placed against the Federal Supply Schedules, and to report accomplishments against these goals.

For orders exceeding the micropurchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage!™ on-line shopping service ([www.fss.gsa.gov](http://www.fss.gsa.gov)). The catalogs/pricelists, GSA Advantage!™ and the Federal Acquisition Service Home Page ([www.fss.gsa.gov](http://www.fss.gsa.gov)) contain information on a broad array of products and services offered by small business concerns.

This information should be used as a tool to assist ordering activities in meeting or exceeding established small business goals. It should also be used as a tool to assist in including small, small disadvantaged, and women-owned small businesses among those considered when selecting pricelists for a best value determination.

For orders exceeding the micropurchase threshold, customers are to give preference to small business concerns when two or more items at the same delivered price will satisfy their requirement.

### 1. GEOGRAPHIC SCOPE OF CONTRACT:

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

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

Offerors are requested to check one of the following boxes:

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

## 2. CONTRACTOR'S ORDERING ADDRESS & PAYMENT INFORMATION

### **KOMplete SYSTEMS INTEGRATORS, INC.**

**Kevin Doby**

**CEO & Founder**

**3330 Cumberland Blvd., Suite 500**

**Atlanta, GA 30339**

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:

**Phone Number: 770-690-4272**

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## 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. STATICAL DATA FOR GOVERNMENT ORDERING OFFICE COMPLETION OF STANDARD FORM 279

Block 9: G. Order/Modification Under Federal Schedule [FCIS-JB-980001-B Refresh #22](#)

Block 16: Data Universal Numbering System (DUNS) Number: [076363527](#)

Block 30: Type of Contractor - [A Disadvantaged Business, 8\(a\), SDVOSB](#)

- 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): [800006965](#)

4a. CAGE Code: [1UDL9](#)

4b. Contractor [has](#) registered with the Central Contractor Registration Database.

## 5. FOB DESTINATION

## 6. DELIVERY SCHEDULE

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

SPECIAL ITEM NUMBER

DELIVERY TIME (Days ARO)

[132-51](#)

[30 days or As Agreed Upon With Ordering Activity](#)

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 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

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

- a. Prompt Payment: **0** % - \_\_\_ days from receipt of invoice or date of acceptance, whichever is later.
- b. Quantity **NONE**
- c. Dollar Volume **NONE**
- d. Government Educational Institutions **-NONE**
- e. Other – **NONE**

# Komplete Systems Integrators, Inc.

## 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:

Products and services are available in the U.S. only.

**10. SMALL REQUIREMENTS:** The minimum dollar value of orders to be issued is **\$100**.

**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**:

**Special Item Number 132-51 - Information Technology (IT) Professional Services**

## 12. ORDERING PROCEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS

Ordering activities shall use the ordering procedures of Federal Acquisition Regulation (FAR) 8.405 when placing an order or establishing a BPA for supplies or services. These procedures apply to all schedules.

- a. FAR 8.405-1 Ordering procedures for supplies, and services not requiring a statement of work.
- b. FAR 8.405-2 Ordering procedures for services requiring a statement of work.

## 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 Acquisition 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

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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 2003)**

- (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. Travel in performance of a task order will only be reimbursable to the extent authorized by the ordering agency. 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.
- (k) Overtime: For professional services, the labor rates in the Schedule should not vary by virtue of the Contractor having worked overtime. For services applicable to the Service Contract Act (as identified in the Schedule), the labor rates in the Schedule will vary as governed by labor laws (usually assessed a time and a half of the labor rate).

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## 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 52.212-4)

## 16. GSA ADVANTAGE!

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

- (1) Manufacturer;
- (2) Manufacturer's Part Number; and
- (3) Product categories.

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

## 17. PURCHASE OF OPEN MARKET ITEMS

NOTE: Open Market Items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Supply Schedule contract. ODCs (Other Direct Costs) are not part of this contract and should be treated as open market purchases. Ordering Activities procuring open market items must follow FAR 8.402(f).

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

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

## 18. CONTRACTOR COMMITMENTS, WARRANTIES & 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.

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## 19. OVERSEAS ACTIVITIES

The terms and conditions of this contract shall apply to all orders for installation, maintenance and repair of equipment in areas listed in the pricelist outside the 48 contiguous states and the District of Columbia, except as indicated below: **not applicable**

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

## 20. BLANKET PURCHASE AGREEMENTS (BPAs)

The use of BPAs under any schedule contract to fill repetitive needs for supplies or services is allowable. BPAs may be established with one or more schedule contractors. The number of BPAs to be established is within the discretion of the ordering activity establishing the BPA and should be based on a strategy that is expected to maximize the effectiveness of the BPA(s). Ordering activities shall follow FAR 8.405-3 when creating and implementing BPA(s).

## 21. CONTRACTOR TEAM ARRANGEMENTS

Contractors participating in contractor team arrangements must abide by all terms and conditions of their respective contracts. This includes compliance with Clauses 552.238-74, Industrial Funding Fee and Sales Reporting, i.e., each contractor (team member) must report sales and remit the IFF for all products and services provided under its individual contract.

## 22. INSTALLATION, DEINSTALLATION, REINSTALLATION

The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of \$2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall 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.

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## 23. SECTION 508 COMPLIANCE.

If applicable, Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT) at the following:

### Not Generally Applicable

Any software development will be carried out under the supervision of the contracting agency. We will follow agency standards including Section 508 Subpart B - Technical Standards, specifically sections § 1194.21 (software applications and operating systems) and section § 1194.22 (web-based intranet and internet information and applications) as interpreted by the contracting agency.

The EIT standard can be found at: [www.Section508.gov/](http://www.Section508.gov/).

## 24. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES.

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

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

(b) The following statement:

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

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

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

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

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

(2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.

(c) The Contractor shall insert the substance of this clause, including this paragraph (c), in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and maintain the insurance required in the Schedule or elsewhere in the contract. The Contractor shall maintain a copy of all subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.

## 26. SOFTWARE INTEROPERABILITY.

Offerors are encouraged to identify within their software items any component interfaces that support open standard interoperability. An item's interface may be identified as interoperable on the basis of participation in a Government agency-sponsored program or in an independent organization program. Interfaces may be identified by reference to an interface registered in the component registry located at <http://www.core.gov>.

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## 27. ADVANCE PAYMENTS

A payment under this contract to provide a service or deliver an article for the United States Government may not be more than the value of the service already provided or the article already delivered. Advance or pre-payment is not authorized or allowed under this contract. (31 U.S.C. 3324).

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

### 1. SCOPE

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services and Special Item Number 132-52 Electronic Commerce Services apply exclusively to IT/EC Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

### 2. PERFORMANCE INCENTIVES

- a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract in accordance with this clause.
- b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

### 3. ORDER

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

### 4. PERFORMANCE OF SERVICES

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.

# Komplete Systems Integrators, Inc.

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

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

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

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

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

- (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
- (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

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

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

## 6. INSPECTION OF SERVICES

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

## 7. RESPONSIBILITIES OF THE CONTRACTOR

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

## 8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

# Komplete Systems Integrators, Inc.

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

## 9. INDEPENDENT CONTRACTOR

All IT/EC 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/EC services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

## 12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003)) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:

- (a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.
- (b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—
  - (1) The offeror;
  - (2) Subcontractors; and/or
  - (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

## 13. RESUMES

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

# Komplete Systems Integrators, Inc.

## 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/EC SERVICES AND PRICING

### LABOR CATEGORY DETAILED DESCRIPTIONS

Labor Category	KompSys Professional and Consulting Services Skills Qualification Descriptions
<b>K300</b>	<p><b>Program Manager</b></p> <p><u>Minimum/General Experience:</u> Eight (8) years of experience with at least four (4) years in technology applied to information systems and project management. Competence required in management, workflow analysis, task planning and monitoring.</p> <p><u>Functional Experience:</u> Manages an entire practice, area of specialty (e.g., sales, operations) or geography. Manages all of the financials for the practice, area of specialization or geography. Analyzes the market, industries, geography and current talent within the workforce and uses this information to develop a strategic direction for the organization for which they are responsible. Consults with client's most senior executive management team to understand and develop the client's strategic goals. Works with clients to establish and develop their strategic direction. Manages several teams of people and multiple projects and deliverables. Works across organizational units and teams to ensure the integration of services and deliverables.</p> <p><u>Minimum Education:</u> Bachelor's Degree in Computer Science, Information Technology or Engineering.</p>
<b>K305</b>	<p><b>Project Manager</b></p> <p><u>Minimum/General Experience:</u> Five (5) years of technical experience with at least 2 years managing large/complex projects.</p> <p><u>Functional Experience:</u> Manages large/complex customer facing projects or multiple projects or takes a business management role in an account or group of accounts. Create project schedules and plans with financial, resource and material requirements, Develops and presents proposals and final agreements, Maintains and tracks scheduled events and project/program milestones, Provides leadership to project staff including project engineers, vendors, partners or subcontractors. Manages the project from start to completion including the resolution of escalated project issues. Accountable for the Project Budget.</p> <p><u>Minimum Education:</u> Bachelor's Degree in Computer Science, Info. Technology or Engineering.</p>
<b>K310</b>	<p><b>Principal Consultant</b></p> <p><u>Minimum/General Experience:</u> Eight (8) years of technical experience with at least three (3) years working with senior client management.</p> <p><u>Functional Experience:</u> Conceptualizes, architects, designs, implements and supports integrated solutions for client engagements. Recognized in the industry as a notable expert in a specific technology, application or solution platform and uses this knowledge to generate profitable revenue growth. Interfaces with the client's highest technical executives (e.g., the CIO, Chief Technology Officer). Designs and integrates the most complex, leading edge, and business critical solutions for major, enterprise-wide companies. Leads the technology or application solution for multiple projects. Establishes and maintains productive working relationships with third party companies and with other business units. Works within and across practices and organizations to design leading-edge technology or application solutions.</p> <p><u>Minimum Education:</u> A Doctorate in Computer Science, Information Systems, Electrical or Electronics Engineering.</p>

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<b>K315</b>	<b>Project Coordinator</b>
	<p><u>Minimum/General Experience:</u> Four (4) years of technical experience with at least 2 years in a project coordination role assisting Project Managers</p> <p><u>Functional Experience:</u> Junior-level staff member; assists in project coordination. Knowledgeable of best practices for project execution. Utilizes site tools and resources. Responsible for the administrative functions of the project, which include assisting the Project Manager in providing the documentation and status reports of project. Ensures deadlines are met and monitors and summarizes progress of projects. Prepares reports for Project Manager regarding status of projects.</p> <p><u>Minimum Education:</u> Bachelor's Degree in Computer Science, Information Technology or Engineering.</p>
<b>K320</b>	<b>Service Oriented Architect</b>
	<p><u>Minimum/General Experience:</u> Eight (8) years of technical experience with at least four (4) years of SOA experience.</p> <p><u>Functional Experience:</u> Experienced and knowledgeable with all aspects of a SOA in general. Proficient and capable of designing new web based services and integrating legacy and/or existing applications with future technology and applications into the architecture.</p> <p><u>Minimum Education:</u> Bachelor's Degree in Computer Science, Information Technology or Engineering.</p>
<b>K325</b>	<b>Oracle Applications Developer</b>
	<p><u>Minimum/General Experience:</u> Six (6) years of technical experience with at least four (4) years programming Oracle Apps.</p> <p><u>Functional Experience:</u> Works with customers to design and configure software according to the customer's operations, business flow, and routing and customized management report requirements. In addition, designs customer reports, design and programs custom Oracle reports.</p> <p><u>Minimum Education:</u> Bachelor's Degree in Computer Science, Information Technology or Engineering.</p>
<b>K330</b>	<b>J2EE Developer</b>
	<p><u>Minimum/General Experience:</u> Six (6) years of technical experience with at least four (4) years of JAVA programming.</p> <p><u>Functional Experience:</u> Works with customers and senior IT staff to analyze needs, design, code/test, and implement J2EE software solutions to support business requirements.</p> <p><u>Minimum Education:</u> Bachelor's Degree in Computer Science, Information Technology or Engineering.</p>
<b>K335</b>	<b>Web Developer</b>
	<p><u>Minimum/General Experience:</u> Six (6) years of technical experience with at least four (4) years of Web development.</p> <p><u>Functional Experience:</u> An experienced web developer with more than one of the following skills; web design, information architecture, usability engineering, web content management systems, web server administration, database administration, software engineering, project management, network security, and search engine optimization.</p> <p><u>Minimum Education:</u> Bachelor's Degree in Computer Science, Information Technology or Engineering.</p>

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<b>K340</b>	<p><b>Enterprise Architect Subject Matter Expert</b></p> <p><u>Minimum/General Experience:</u> Eight (8) years of business experience with at least six (6) years of senior level programming and at least one business function area.</p> <p><u>Functional Experience:</u> Works with customers to analyze needs, design software solutions to support business requirements.</p> <p><u>Minimum Education:</u> Bachelor's Degree in Computer Science, Information Technology or Engineering.</p>
<b>K345</b>	<p><b>AIX Subject Matter Expert</b></p> <p><u>Minimum/General Experience:</u> Six (6) years of technical experience with at least five (5) years of AIX implementation and support</p> <p><u>Functional Experience:</u> Works with customers to analyze needs, design software solutions to support business requirements under the AIX operating system. In addition, designs customer reports, design and programs custom AIX reports.</p> <p><u>Minimum Education:</u> Bachelor's Degree in Computer Science, Information Technology or Engineering.</p>
<b>K350</b>	<p><b>IT System Application Programming Support</b></p> <p><u>Minimum/General Experience:</u> Six (6) years of technical experience with at least four (4) years of systems applications programming.</p> <p><u>Functional Experience:</u> Experienced with one or more system applications. Experienced building and supporting system applications.</p> <p><u>Minimum Education:</u> Bachelor's Degree in Computer Science, Information Technology or Engineering.</p>
<b>K355</b>	<p><b>Oracle Applications Server/DBA</b></p> <p><u>Minimum/General Experience:</u> Five (5) years of technical experience with at least four (4) years of Oracle application server programming.</p> <p><u>Functional Experience:</u> Works to design and manage the application server environment. Additionally, the person will assist in setting up the Oracle Database.</p> <p><u>Minimum Education:</u> Bachelor's Degree in Computer Science, Information Technology or Engineering.</p>
<b>K360</b>	<p><b>Applications Systems Analyst Programmer</b></p> <p><u>Minimum/General Experience:</u> Six (6) years of technical experience with four (4) years of application programming.</p> <p><u>Functional Experience:</u> Works with customers to analyze needs, design, code/test, and implement software solutions to support business requirements. In addition, designs customer reports, design and programs custom Oracle reports.</p> <p><u>Minimum Education:</u> Bachelor's Degree in Computer Science, Information Technology or Engineering.</p>
<b>K365</b>	<p><b>Applications Consultant</b></p>

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	<p><u>Minimum/General Experience:</u> Five (5) years of business experience with at least three (3) years of contact software expertise.</p> <p><u>Functional Experience:</u> Works with customers to design and configure Customer Contact software according to the customer's call center operations, call flows, and routing and customized management report requirements. In addition, designs customer reports, design and programs custom ACD configurations, and work with local, long distance and international carriers for carrier call routing. Recommended skills for the Voice Application Consultant include experience with the design and administration of call center related technology, and hands -on programming of Interactive Voice Response (IVR) systems and Automatic Call Distributors (ACD). Alternatively responsible for building high capacity, scalable applications using various OS platforms.</p> <p><u>Minimum Education:</u> Bachelor's Degree in Computer Science, Information Technology or Engineering.</p>
<b>K370</b>	<b>IT Systems Engineering/ Integrity Support</b>
	<p><u>Minimum/General Experience:</u> Eight (8) years of technical experience with at least five (5) years of large complex networking environments.</p> <p><u>Functional Experience:</u> Experienced with data network design, device configuration, installation and troubleshooting in networks. Skilled in maintaining and troubleshooting large Corporate Enterprise environments as well as Inter-regional Service Provider environments.</p> <p><u>Minimum Education:</u> Bachelor's Degree in Computer Science, Information Technology or Engineering.</p>
<b>K375</b>	<b>Content Manager</b>
	<p><u>Minimum/General Experience:</u> Five (5) years of business experience with at least three (3) years of web content implementations</p> <p><u>Functional Experience:</u> The Content Manager provides a centralized management tool for all content. From user management and Web site publishing, to content creation and digital asset management, Content Manager provides a way to manage the complexity of multiple Web sites, multiple contributors.</p> <p><u>Minimum Education:</u> Bachelor's Degree in Computer Science, Information Technology or Engineering.</p>
<b>K380</b>	<b>Network Architect</b>
	<p><u>Minimum/General Experience:</u> Eight (8) years of networking experience with at least three (3) years of network consulting.</p> <p><u>Functional Experience:</u> Experienced managing the overall design of the network system. Responsible for designing and implementing standards. Control of overall plan, and understanding the system constraints.</p> <p><u>Minimum Education:</u> Bachelor's Degree in Computer Science, Information Technology or Engineering.</p>
<b>K385</b>	<b>Network Consultant</b>
	<p><u>Minimum/General Experience:</u> Seven (7) years of technical experience with six (6) years of networking experience.</p> <p><u>Functional Experience:</u> Conceptualizes, architects, designs, implements and supports integrated solutions for client engagements. Demonstrates extensive knowledge of industry, technology and strategy trends. Advises, analyzes, researches, designs, installs and implements complex integrated solutions for an entire enterprise. Interfaces extensively with the client's senior management team (e.g., the IT Directors) on business, systems architecture, and technical issues. Provides mentoring and team leadership to other architects. Develops the integrated technology requirements project plan. Integrates complex solutions into new or existing client environments. Uses advanced diagnostic analytical and design capabilities. Ensures that the best solution is provided to the customer (e.g., completes solution</p>

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	<p>integrity engineering and development attributes.) Works within and across practices and organizations to design leading-edge technology or application solutions.</p> <p><u>Minimum Education:</u> Masters Degree in Computer Science, Electrical or Electronics Engineering, Information Systems</p>
<b>K390</b>	<b>Network Engineer I</b>
	<p><u>Minimum/General Experience:</u> Eight (8) years of technical experience with at least six (6) years of networking experience.</p> <p><u>Functional Experience:</u> Experienced with data network design, device configuration, installation and troubleshooting in IP routed networks, Frame Relay, ATM and SONET networks. Experience may include core backbones to edge tail sites. Skilled in maintaining and troubleshooting large Corporate Enterprise environments as well as Inter-regional Service Provider environments. Network device knowledge should include routers, switches, Campus ATM switches, and Wide Area ATM switches. Experience with DSL equipment, IP, VPN/MPLS, QOS. Must work well independently or as part of a group. Candidate should also be capable of managing and building multiple projects from initial conception to completion. Able to serve as area supervisor or senior level support for small groups or large Network Operations environments. Strong written communication, organizational, planning, problem solving skills; strong oral and project management skills desired.</p> <p><u>Minimum Education:</u> Bachelor's Degree in Computer Science, Information Technology or Engineering.</p>
<b>K395</b>	<b>Network Engineer II</b>
	<p><u>Minimum/General Experience:</u> Six (6) years of technical experience with at least four (4) years of networking experience.</p> <p><u>Functional Experience:</u> Experienced with data network design, device configuration, installation and troubleshooting in IP routed networks, Experience may include core backbones to edge tail sites. Skilled in maintaining and troubleshooting large Corporate Enterprise environments as well as Inter-regional Service Provider environments. Network device knowledge should include routers, switches and telephony devices. Must work well independently or as part of a group. Candidate should also be capable of supporting multiple projects. Able to serve as team lead for small groups or large Network Operations environments. Strong written communication and problem solving skills; strong oral skills desired. May possess broad knowledge in network integration, network interoperability, network implementation, telecommunications technologies, or network protocols. Capable of working, with supervision, on specific tasks associated with specific aspects of network architecture projects.</p> <p><u>Minimum Education:</u> Bachelor's Degree in Computer Science, Information Technology or Engineering.</p>
<b>K400</b>	<b>Network Engineer III</b>
	<p><u>Minimum/General Experience:</u> Five (5) years of technical experience with at least three (3) years of networking experience.</p> <p><u>Functional Experience:</u> Experienced with data network implementation, device configuration, installation and troubleshooting in IP and Frame-Relay routed networks. Experience may include core backbones to edge tail sites. Skilled in maintaining and troubleshooting large Corporate Enterprise environments as well as Inter-regional Service Provider environments. Network device knowledge should include routers, switches and CPE common to LAN and WAN ip based networks. Must work well independently or as part of a group. Able to serve as project resource providing support for small groups or large Network Operations environments. Strong written communication, problem-solving skills.</p> <p><u>Minimum Education:</u> Bachelors Degree in Electrical/Electronics Engineering, Computer Science, or Information Systems.</p>
<b>K405</b>	<b>Senior Systems Engineer</b>
	<p><u>Minimum/General Experience:</u> Six (6) years of technical experience with at least four (4) years of</p>

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	<p>UNIX programming experience.</p> <p><u>Functional Experience:</u> Should hold one or both the RedHat and Sun Solaris certifications and have working knowledge of network, client and server security. In addition to basic UNIX administration, this engineer has extensive knowledge of all Internet protocols, and services related to the Internet. This engineer should be able to design, implement, troubleshoot and manage senior level implementations. Should have working knowledge of C, C+, Perl, Java, PHP, MySQL, Oracle, Apache, iPlanet Web Server, BEA Weblogic and all standard software packages used in the field.</p> <p><u>Minimum Certifications:</u> RedHat or Sun UNIX / Linux Certification</p> <p><u>Minimum Education:</u> Bachelor's Degree in Computer Science, Information Technology or Engineering.</p>
<b>K410</b>	<b>Senior Systems Analyst</b>
	<p><u>Minimum/General Experience:</u> Six (6) years of technical experience with five (5) years of UNIX programming experience.</p> <p><u>Functional Experience:</u> In addition to basic UNIX administration, this engineer has extensive knowledge of all Internet protocols, and services related to the Internet. This engineer should be able to design, implement, troubleshoot and manage senior level implementations. Should have working knowledge of C, C+, Perl, Java, PHP, MySQL, Oracle, Apache, iPlanet Web Server, BEA Weblogic and all standard network administrative software packages used in the field. Should hold one or both the RedHat and Sun Solaris certifications and have working knowledge of network, client and server security. This analyst should have eight years experience in systems administration and systems engineering.</p> <p><u>Minimum Education:</u> Bachelor's Degree in Computer Science, Information Technology or Engineering.</p>
<b>K415</b>	<b>Systems Engineer</b>
	<p><u>Minimum/General Experience:</u> Five (5) years of technical experience with at least three (3) years experience as a systems engineer.</p> <p><u>Functional Experience:</u> Should hold at least one UNIX/Linux certification (RedHat, Sun, etc., etc.). Performs basic administration functions on both Linux and UNIX machines, including but not limited to: User, DNS, INN, Apache, sendmail, Qmail, basic Perl scripting and VI or other editing tool standard to UNIX/Linux.</p> <p><u>Minimum Certifications:</u> RedHat or Sun UNIX / Linux Certification</p> <p><u>Minimum Education:</u> Bachelor's Degree in Computer Science, Information Technology or Engineering.</p>
<b>K420</b>	<b>Systems Analyst</b>
	<p><u>Minimum/General Experience:</u> Four (4) years of technical experience with at least two (2) years of Systems Analysis.</p> <p><u>Functional Experience:</u> Performs basic administration functions on both Linux and UNIX machines, including but not limited to: User administration, DNS, INN, Apache, sendmail, Qmail, basic Perl scripting and VI or other editing tool standard to UNIX/Linux. This analyst has a minimum of four years experience and must be certified in Red Hat minimally. Alternatively provides programming services in developing moderately complex applications using standard approaches or less complex systems using new approaches. Able to independently run an entire system or portion thereof and to review and process its output for validity and accuracy.</p> <p><u>Minimum Education:</u> Bachelor's Degree in Computer Science, Information Technology or Engineering.</p>

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<b>K425</b>	<p><b>Field Engineer I</b></p> <p><u>Minimum/General Experience:</u> Five (5) years of technical experience, with at least three (3) years as a Field Engineer.</p> <p><u>Functional Experience:</u> Performs work assignments on a variety of somewhat complex technical issues, requiring a comprehensive knowledge of telecommunications equipment and processes, as well as company policies and procedures. Duties include, but are not limited to: monitoring equipment and circuits; troubleshooting, repair, and maintenance of fiber optic transmission and digital cross connect equipment; installation, testing and commissioning of new circuit orders in a timely manner; interact and communicate with customers. Must be willing to work in a 24-hour/7-day environment with the possibility of rotating shifts. Installation and configuration of various CPE equipment. Skilled in new installation of fiber and copper facilities. Performs new equipment installations on customer premises.</p> <p><u>Minimum Education:</u> High School Diploma</p>
<b>K430</b>	<p><b>Field Engineer II</b></p> <p><u>Minimum/General Experience:</u> Four (4) years of general IT experience with at least three (3) years working with network configuration and installation.</p> <p><u>Functional Experience:</u> Assesses and documents current site network configuration and user requirements. Designs and optimizes network topologies. Directs and leads preparation of engineering plans and site installation Technical Design Packages. Develops installation schedules. Mobilizes network installation team. Directs and leads preparation of drawings documenting configuration changes at each site. Prepares site installation and test reports. Coordinates post installation operations and maintenance support.</p> <p><u>Minimum Education:</u> High School Diploma</p>
<b>K435</b>	<p><b>Field Tech</b></p> <p><u>Minimum/General Experience:</u> Five (5) years of technical experience with at least three (3) years of networking experience.</p> <p><u>Functional Experience:</u> Functional Responsibility: Has the ability to design, implement and troubleshoot general network and internetworking issues to include Microsoft and Cisco. This resource must have two to three years of experience designing, implementing and troubleshooting complex support issues. Should have at least a 2 year degree or equivalent. This engineer has the ability to support client server, desktop and network system issues.</p> <p><u>Minimum Certifications:</u> MCSE and the CCNA certifications are required. A+ certification is desired.</p> <p><u>Minimum Education:</u> High School Diploma</p>
<b>K440</b>	<p><b>Computer Telephony Integration Architect</b></p> <p><u>Minimum/General Experience:</u> Eight (8) years of technical experience with at least three (6) of computer / telephony.</p> <p><u>Functional Experience:</u> The IP Telephony expert is responsible for network discovery/design and assessment, network traffic analysis, impact analysis, topology design and network performance tuning. Has a full understanding of H.323 and or MGCP, VoIP server implementation, understands dial plans and 911 deployment requirements. or higher. Evaluates the impact of proposed solutions onto the network, and be responsible for any lower layer modifications to the infrastructure (QoS, Routing, Switching, etc.). The IP Telephony expert requires specific training requirements to support scalable solutions.</p> <p><u>Minimum Education:</u> A Doctorate in Computer Science, Electrical or Electronics Engineering, Information Systems</p>

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<b>K445</b>	<p><b>Computer Telephony Consultant</b></p> <p><u>Minimum/General Experience:</u> Six (6) years of technical experience with at least three (3) of computer / telephony.</p> <p><u>Functional Experience:</u> The VoIP expert is responsible for implementing and maintaining IP based voice network systems. Ensures that the various network systems properly configured and functioning optimally. They provide administrative support for all aspects of the VoIP systems including server, router and switching components. Provides application based provisioning support in a Windows 2000, NT platform environment. Provides network trouble shooting support and for both LAN and WAN environments to include carrier networks. Qualifications BS or equivalent experience. Certifications should include vendor specialization at or above the professional level.</p> <p><u>Minimum Education:</u> Masters Degree in Computer Science, Information Technology, Electrical or Electronics Engineering</p>
<b>K450</b>	<p><b>Computer Telephony Engineer</b></p> <p><u>Minimum/General Experience:</u> Five (5) years of technical experience with at least three (3) of computer /telephony.</p> <p><u>Functional Experience:</u> The VoIP engineer is responsible for troubleshooting and maintaining IP based voice network systems. Provides physical implementation support for IPT networks. Ensures that the associated IPT network systems are functioning optimally. They provide provisioning support for defined aspects of the VoIP systems including server, router and switching components. Provides application based provisioning support in a Windows 2000, NT platform environment. Provides network troubleshooting support and for both LAN and WAN environments to include carrier networks issues.</p> <p><u>Minimum Education:</u> Bachelor’s Degree in Computer Science, Info. Technology or Engineering.</p>
<b>K455</b>	<p><b>IT Technical Writer</b></p> <p><u>Minimum/General Experience:</u> Three (3) years of business writing experience with one (1) year of IT technical writing.</p> <p><u>Functional Experience:</u> Establishes and maintains the Customer and Engineering Document Library. Sets standards for format and revision tracking for all QuickSilver documentation. Supervises and directs the work of both staff and contract technical writers. Writes technical documentation. Sets standards for and develops online help systems for QuickSilver tools. Supports and maintains the Company’s third-party Customer website (Extranet). Supports day-to-day maintenance of the Company’s internal website (Intranet) contents through document generation and updates. Should have 5 years experience in a significant Engineering Documentation role, Demonstrated authorship of technical documentation from start to finish, Demonstrated proficiency in Word, Visio, PowerPoint, Adobe Illustrator.</p> <p><u>Minimum Education:</u> Bachelor’s Degree</p>
<b>K460</b>	<p><b>Customer Support Specialist</b></p> <p><u>Minimum/General Experience:</u> Two (2) years of customer support experience.</p> <p><u>Functional Experience:</u> Functional Responsibility: This person troubleshoots customer desktop issues (ie: Outlook, Word, Internet Explorer and other hardware and software issues common to the desktop environment). This resource has either worked in IT/IS or has at least one year of customer support experience. Has the ability to implement and troubleshoot general network and internetworking issues. This technician should be able to troubleshoot and maintain client systems at the component level.</p> <p><u>Certifications:</u> A+ and or CCNA certifications</p> <p><u>Minimum Education:</u> High School Diploma</p> <p>Note: This labor category falls under the Service Contract Act (SCA), therefore this service can not be sold separately and must be sold with a professional service.</p>

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<b>K465</b>	<b>Help Desk Supervisor</b>
	<p><u>Minimum/General Experience:</u> Five (5) years of technical experience with an emphasis on hardware / software setup.</p> <p><u>Functional Experience:</u> Provides daily supervision and direction to staff who are responsible for phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed or deployed under this contract. The personnel serve as the first point of contact for troubleshooting hardware/software, PC and printer problems. Functional Responsibility: Has the ability to design, implement and supervise employees effectively and accurately through the implementation process and support of Desktop projects. Four years experience managing support centers.</p> <p><u>Minimum Certifications:</u> MCSE and CCNA certifications are a requirement</p> <p><u>Minimum Education:</u> Bachelor's Degree in Computer Science, Info. Technology or Engineering.</p>
<b>K470</b>	<b>IT Administrative Services</b>
	<p><u>Minimum/General Experience:</u> Five (5) years of administrative experience.</p> <p><u>Functional Experience:</u> Provides administrative support to technical and management-level personnel. This includes, but is not limited to, documentation planning and support, project administration, general office support, executive secretarial support, human resource planning, event planning and administration, office relocation planning, etc. Alternatively may provide support services associated with project or contract administration.</p> <p><u>Minimum Education:</u> High School Diploma</p> <p>Note: This labor category falls under the Service Contract Act (SCA), therefore this service can not be sold separately and must be sold with a professional service.</p>

# Komplete Systems Integrators, Inc.

## LABOR CATEGORY RATES

# Komplete Systems Integrators, Inc.

## GSA Pricing

Effective February 17, 2009

<b>SIN</b>	<b>Item Number</b>	<b>Labor Categories</b>	<b>GSA Price</b>
132-51	K300	Program Manager	\$211.16/Hour
132-51	K305	Project Manager	\$171.28/Hour
132-51	K310	Principal Consultant	\$185.39/Hour
132-51	K315	Project Coordinator	\$156.17/Hour
132-51	K320	Service Oriented Architect	\$226.70/Hour
132-51	K325	Oracle Applications Developer	\$179.34/Hour
132-51	K330	J2EE Developer	\$177.33/Hour
132-51	K335	Web Developer	\$177.33/Hour
132-51	K340	Enterprise Architect Subject Matter Expert	\$172.29/Hour
132-51	K345	AIX Subject Matter Expert	\$172.29/Hour
132-51	K350	IT System Application Programming Support	\$168.26/Hour
132-51	K355	Oracle Applications Server/DBA	\$170.27/Hour
132-51	K360	Applications Systems Analyst Programmer	\$167.25/Hour
132-51	K365	Applications Consultant	\$170.27/Hour
132-51	K370	IT Systems Engineering/ Integrity Support	\$165.24/Hour
132-51	K375	Content Manager	\$ 165.24/Hour
132-51	K380	Network Architect	\$167.25/Hour
132-51	K385	Network Consultant	\$153.15/Hour
132-51	K390	Network Engineer I	\$159.84/Hour
132-51	K395	Network Engineer II	\$140.02/Hour
132-51	K400	Network Engineer III	\$126.45/Hour
132-51	K405	Senior Systems Engineer	\$135.01/Hour
132-51	K410	Senior Systems Analyst	\$130.98/Hour

# Komplete Systems Integrators, Inc.

## GSA Pricing

Effective February 17, 2009

<b>SIN</b>	<b>Item Number</b>	<b>Labor Categories</b>	<b>GSA Price</b>
132-51	K415	Systems Engineer	\$115.86/Hour
132-51	K420	Systems Analyst	\$110.83/Hour
132-51	K425	Field Engineer I	\$122.92/Hour
132-51	K430	Field Engineer II	\$106.80/Hour
132-51	K435	Field Tech	\$86.65/Hour
132-51	K440	Computer Telephony Integration Architect	\$163.22/Hour
132-51	K445	Computer Telephony Consultant	\$157.17/Hour
132-51	K450	Computer Telephony Engineer	\$132.99/Hour
132-51	K455	IT Technical Writer	\$94.71/Hour
132-51	K460	Customer Support Specialist	\$75.56/Hour
132-51	K465	Help Desk Supervisor	\$68.51/Hour
132-51	K470	IT Administrative Services	\$50.37/Hour

# **Komplete Systems Integrators, Inc.**

## **USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAM**

### **PREAMBLE**

Komplete Systems Integrators, Inc. provides commercial products and services to ordering activities. We are committed to promoting participation of small, small disadvantaged and women-owned small businesses in our contracts. We pledge to provide opportunities to the small business community through reselling opportunities, mentor-protégé programs, joint ventures, teaming arrangements, and subcontracting.

### **COMMITMENT**

To actively seek and partner with small businesses.

To identify, qualify, mentor and develop small, small disadvantaged and women-owned small businesses by purchasing from these businesses whenever practical.

To develop and promote company policy initiatives that demonstrate our support for awarding contracts and subcontracts to small business concerns.

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

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

To attend business opportunity workshops, minority business enterprise seminars, trade fairs, procurement conferences, etc., to identify and increase small businesses with whom to partner.

To publicize in our marketing publications our interest in meeting small businesses that may be interested in subcontracting opportunities.

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in ordering activity contracts. To accelerate potential opportunities please contact

**Kevin Doby  
CEO & Founder**

**Komplete Systems Integrators, Inc.**

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# Komplete Systems Integrators, Inc.

## BEST VALUE BLANKET PURCHASE AGREEMENT FEDERAL SUPPLY SCHEDULE

(Insert Customer Name)

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

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

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

Signatures

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

\_\_\_\_\_  
Date

\_\_\_\_\_  
Contractor

\_\_\_\_\_  
Date

# Komplete Systems Integrators, Inc.

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

(CUSTOMER NAME)  
BLANKET PURCHASE AGREEMENT

Pursuant to GSA Federal Supply Schedule Contract Number(s) \_\_\_\_\_, Blanket Purchase Agreements, the Contractor agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH (ordering activity):

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

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

(2) Delivery:

DESTINATION	DELIVERY SCHEDULES / DATES
_____	_____
_____	_____
_____	_____

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

(4) This BPA does not obligate any funds.

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

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

OFFICE	POINT OF CONTACT
_____	_____
_____	_____
_____	_____

(7) Orders will be placed against this BPA via Electronic Data Interchange (EDI), FAX, or paper.

(8) Unless otherwise agreed to, all deliveries under this BPA must be accompanied by delivery tickets or sales slips that must contain the following information as a minimum:

- (a) Name of Contractor;
- (b) Contract Number;
- (c) BPA Number;
- (d) Model Number or National Stock Number (NSN);
- (e) Purchase Order Number;
- (f) Date of Purchase;

# Komplete Systems Integrators, Inc.

(g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and

(h) Date of Shipment.

(9) The requirements of a proper invoice are specified in the Federal Supply Schedule contract. Invoices will be submitted to the address specified within the purchase order transmission issued against this BPA.

(10) The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of this BPA and the Contractor's invoice, the provisions of this BPA will take precedence.

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## BASIC GUIDELINES FOR USING "CONTRACTOR TEAM ARRANGEMENTS"

Federal Supply Schedule Contractors may use "Contractor Team Arrangements" (see FAR 9.6) to provide solutions when responding to a ordering activity requirements.

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

Orders under a Team Arrangement are subject to terms and conditions or the Federal Supply Schedule Contract.

Participation in a Team Arrangement is limited to Federal Supply Schedule Contractors.

Customers should refer to FAR 9.6 for specific details on Team Arrangements.

Here is a general outline on how it works:

- The customer identifies their requirements.
- Federal Supply Schedule Contractors may individually meet the customers needs, or -
- Federal Supply Schedule Contractors may individually submit a Schedules "Team Solution" to meet the customer's requirement.
- Customers make a best value selection.