



## INFORMATION TECHNOLOGY SCHEDULE 70

General Purpose Commercial Information Technology Equipment,  
Software and Services

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



**INFOSYS INTERNATIONAL INC.**

110 Terminal Drive  
Plainview, NY 11803

**Phone:** 516-576-9494 Ext.3300  
<http://www.infosysinternational.com>

Contract Number: **GS-35F-0273V**

Period Covered by Contract: March 3, 2009 – March 2, 2019

General Services Administration  
Federal Acquisition Service

LAST APPROVED MODIFICATION # PS-0021, dated March 18, 2016.

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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**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 AND PAYMENT INFORMATION:**

Infosys International Inc.  
110 Terminal Drive  
Plainview, NY 11803

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:

516-576-9494 Ext. 3300

**When Authorized Dealers are allowed by the Contractor to bill ordering activities and accept payment, the order and/or payment must be in the name of the Contractor, in care of the Authorized Dealer.**

**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

Block 16: Data Universal Numbering System (DUNS) Number: **61-176-4069**

Block 30: Type of Contractor - **A. Small Disadvantaged 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): **11-3013325**

4a. CAGE Code: 0NZ82

4b. Contractor has/has not registered with the Central Contractor Registration Database.

5. FOB DESTINATION

6. DELIVERY SCHEDULE

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

SPECIAL ITEM NUMBER

DELIVERY TIME (Days ARO)

132-51

As agreed upon between the contractor and the 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: **1% - 15 days**
- b. Quantity: **None**
- c. Dollar Volume: **None**
- d. Government Educational Institutions : **None**
- 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:

**NA**

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:

## **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 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).

**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 AND REPRESENTATIONS**

a. For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:

- (1) Time of delivery/installation quotations for individual orders;
- (2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/ service/software package submitted in response to requirements which result in orders under this schedule contract.
- (3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.

b. The above is not intended to encompass items not currently covered by the GSA Schedule contract.

## **19. OVERSEAS ACTIVITIES**

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

### **NONE**

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

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

**23. SECTION 508 COMPLIANCE.**

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

[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>.

**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.
- 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**

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.

## **14. INCIDENTAL SUPPORT COSTS**

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

## **15. APPROVAL OF SUBCONTRACTS**

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

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

**See end of document for description of services and costs**

## USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS

### PREAMBLE

Infosys International 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

**Raj Mehta**

**Phone: 516-576-9494 Ext.3300**

**Email: [rajm@infosysinternational.com](mailto:rajm@infosysinternational.com)**

**Fax: 516-576-9499**



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

(CUSTOMER NAME)

**BLANKET PURCHASE AGREEMENT**

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

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

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

(2) Delivery:

DESTINATION	DELIVERY SCHEDULES / DATES
_____	_____
_____	_____
_____	_____

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

(4) This BPA does not obligate any funds.

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

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

OFFICE	POINT OF CONTACT
_____	_____
_____	_____
_____	_____

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

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

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

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

(h) Date of Shipment.

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

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

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**BASIC GUIDELINES FOR USING  
“CONTRACTOR TEAM ARRANGEMENTS”**

Federal Supply Schedule Contractors may use “Contractor Team Arrangements” (see FAR 9.6) to provide solutions when responding to 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.

**SENIOR PROJECT MANAGER –**

**Minimum Experience** Five (5) years of experience in management of application development, system design, system integration, complex network design, network administration and telecommunications and data processing projects.

**Minimum Education** Bachelor's degree from an accredited college or university in Computer Science, Engineering, or with a curriculum or major field of study which is closely related to the project to be completed. Master's Degree may substitute for two years of general and specialized experience.

Range of Experience	In Years		
Level of Experience	General Experience	Special Experience	Hourly Rate(\$)
<b>I</b>	<b>5</b>	<b>0</b>	<b>115.00</b>
<b>II</b>	<b>7</b>	<b>1</b>	<b>149.00</b>
<b>III</b>	<b>9</b>	<b>2</b>	<b>179.00</b>
<b>IV</b>	<b>10+</b>	<b>3</b>	<b>209.00</b>

**Functional Responsibility** Provides direct customer liaison at the project management level and user level. Develops and implements systems and performance strategies. Develops and maintains management controls to ensure projects are completed on time, within budget, and in compliance with customer specifications. Develops personnel skill requirements, selects prospective candidates, and monitors performance to achieve project objectives.

**Specific Senior Project Manager Requirements –**

**Senior Project Manager Level I** – Minimum 5 years' experience overseeing small scaled, noncomplex projects, comprised of a small number of deliverables and/or a small number of phases; typically coordinates and delegates the assignments for the consultant project staff numbering up to 8; focal point of contact for Requesting Agency regarding project status, meetings, reporting requirements, scope changes, and issues and concerns raised by consultant staff or Requesting Agency.

**Senior Project Manager Level II** – Minimum of 7 years' experience in overseeing small scaled, non-complex projects, comprised of a small number of deliverables and/or a small number of phases; typically coordinates and delegates the assignments for the consultant project staff numbering up to 15; focal point of contact for Requesting Agency regarding project status, meetings, reporting requirements, scope changes, and issues and concerns raised by consultant staff or Requesting Agency; reports to lead contractor project manager, program manager, or directly, orally, or in writing, to a government manager or contract manager; may act as a technical authority for a design area.

**Senior Project Manager Level III** – Minimum of 9 years' experience in overseeing medium to large scaled projects comprised of sub-projects and distinct deliverables, often comprising a program with multiple work streams; typically coordinates and delegates the assignments for the consultant project staff numbering over 20; focal point of contact for Requesting Agency regarding project status, meetings, reporting requirements,

scope changes, and financial, administrative, and technical issues and concerns raised by consultant staff or Requesting Agency; reports to lead contractor program manager, or directly, orally, or in writing, to a government manager or contract manager; acts as a technical authority for a design area, with experience in a special area, such as engineering project development from inception to deployment.

**Senior Project Manager Level IV** – Minimum of 10 years’ experience in overseeing medium to large scaled projects comprised of sub-projects and distinct deliverables, often comprising a program with multiple work streams; typically coordinates and delegates the assignments for the consultant project staff numbering over 30; focal point of contact for Requesting Agency regarding project status, meetings, reporting requirements, scope changes, and financial, administrative, and technical issues and concerns raised by consultant staff or Requesting Agency; reports to lead contractor program manager, or directly, orally, or in writing, to a government manager or contract manager; acts as a technical authority for a design area, with extensive experience in a special area, such as engineering project development from inception to deployment; has responsibility for managing very complex and/or high-risk projects.

**SENIOR ANALYST/PROGRAMMER –**

**Minimum Experience** Five (5) years of intensive and progressive experience in performing computer programming and systems analysis in information technology environments including contemporary computer hardware and programming languages.

**Minimum Education** Bachelor’s degree from an accredited college or university in Computer Science, a physical science, or a mathematics-intensive discipline or with a curriculum or major field of study which is closely related to the work to be performed. Master’s Degree may substitute for two years of general and specialized experience.

Range of Experience	In Years		
Level of Experience	General Experience	Special Experience	Hourly Rate(\$)
<b>I</b>	<b>5</b>	<b>0</b>	<b>80.00</b>
<b>II</b>	<b>7</b>	<b>1</b>	<b>100.00</b>
<b>III</b>	<b>9</b>	<b>2</b>	<b>115.00</b>
<b>IV</b>	<b>10</b>	<b>3</b>	<b>120.00</b>
<b>V</b>	<b>12</b>	<b>4</b>	<b>151.00</b>
<b>VI</b>	<b>15</b>	<b>5</b>	<b>166.00</b>

**Functional Responsibility** Performs systems analysis, design, integration, programming, documentation, and implementation of applications. Participates in all phases of software development with emphasis on the analysis, integration, programming, testing, documentation, and acceptances phase. Analyzes requirements; creates, designs, and develops requirements in required media; and provides program support, tests, debugs, and writes documentation as required. Provides user training for hardware/software products; identifies problems and effects resolution of hardware/software/network malfunctions.

**Specific Senior Analyst/Programmer Requirements –**

**Senior Analyst/Programmer Level I** – Minimum of 5 years’ experience with writing application software, data analysis, data access, data structures, data manipulation, databases, design, programming, testing and implementation, technical and user documentation, software conversions; environments include but are not limited to mainframe, midrange, personal computers, and laptops. Manages own individual records and resources; hands-on knowledge of concepts in at least one programming language/platform (Java, C/C++, .Net, Mainframe).

**Senior Analyst/Programmer Level II** – Minimum of 7 years’ experience with writing application software, data analysis, data access, data structures, data manipulation, databases, design, programming, testing and implementation, technical and user documentation, software conversions; environments include but are not limited to mainframe, midrange, personal computers, and laptops; manages own individual records and resources; hands-on knowledge of concepts in at least one programming language/platform (Java, C/C++, .Net, Mainframe), one database (Oracle/SQL/DB2); working knowledge of Microsoft Office (Word, Excel, Access, Project, PowerPoint, and Schedule).

**Senior Analyst/Programmer Level III** – Minimum of 9 years’ experience with writing application software, data analysis, data access, data structures, data manipulation, databases, programming, testing and implementation, technical and user documentation, software conversions; environments include but are not limited to mainframe, midrange, personal computers, and laptops; available to assist and/or lead in the design of program specifications and the implementation of software solutions; manages records, resources, and budgets; hands-on knowledge of concepts in at least one programming language/platform (Java, C/C++, .Net, Mainframe), one database (Oracle/SQL/DB2), and one Operating System (Windows/Linux/Unix); working knowledge of Microsoft Office (Word, Excel, Access, Project, PowerPoint, and Schedule).

**Senior Analyst/Programmer Level IV** – Minimum of 10 years’ experience with writing application software, data analysis, data access, data structures, data manipulation, databases, programming, testing and implementation, technical and user documentation, software conversions; environments include but are not limited to mainframe, midrange, personal computers, and laptops; available to assist and/or lead in the design of program specifications and the implementation of software solutions; manages records, resources, and budgets; hands-on knowledge of concepts in at least one programming language/platform (Java, C/C++, .Net, Mainframe), one database (Oracle/SQL/DB2), and one Operating System (Windows/Linux/Unix); understanding of various SDLC models, such as RUP, Waterfall, and Agile; working knowledge of Microsoft Office (Word, Excel, Access, Project, PowerPoint, and Schedule); understanding of principles of software testing as well as experience in testing automation and performance testing.

**Senior Analyst/Programmer Level V** – Minimum of 12 years’ experience with writing application software, data analysis, data access, data structures, data manipulation, databases, programming, testing and implementation, technical and user documentation, software conversions; environments include but are not limited to mainframe, midrange, personal computers, and laptops; available to assist and/or lead in the design of program specifications and the implementation of software solutions; manages records, resources, and budgets; hands-on knowledge of concepts in multiple programming languages/platforms (Java, C/C++, .Net, Mainframe), multiple database (Oracle/SQL/DB2), and multiple Operating Systems (Windows/Linux/Unix); understanding of various SDLC models, such as RUP, Waterfall, and Agile; working knowledge of Microsoft Office (Word, Excel, Access, Project, PowerPoint, and Schedule); ability to access, interpret, and apply government and industry regulations, standards, and specifications to task order requirements; exceptional knowledge data and source manipulation products for testing and project development progress; strong understanding of principles of software testing as well as experience in testing automation and performance testing.

**Senior Analyst/Programmer Level VI** – Minimum of 15 years’ experience with writing application software, data analysis, data access, data structures, data manipulation, databases, programming, testing and implementation, technical and user documentation, software conversions; environments include but are not limited to mainframe, midrange, personal computers, and laptops; available to assist and/or lead in the design of program specifications and the implementation of software solutions; manages records, resources, and budgets; hands-on knowledge of concepts in multiple programming languages/platforms (Java, C/C++, .Net, Mainframe), multiple database (Oracle/SQL/DB2), and multiple Operating Systems (Windows/Linux/Unix); understanding of various SDLC models, such as RUP, Waterfall, and Agile; working knowledge of Microsoft Office (Word, Excel, Access, Project, PowerPoint, and Schedule); understanding of various SDLC models, such as RUP, Waterfall, and Agile; ability to access, interpret, and apply government and industry regulations, standards, and specifications to task order requirements; exceptional knowledge data and source manipulation products for testing and project development progress; expert understanding of principles of software testing as well as extensive experience in testing automation and performance testing; ability to interact with project management office (PMO) as well as client PMO to participate, plan, and assess various approaches to application methodologies.

**RELATIONAL DATABASE ADMINISTRATOR –**

**Minimum Experience** Three (3) years of experience in database design, creation, administration and maintenance of relational database management systems; experience in all phases of system analysis, data base administration, or intensive and progressive experience in all phases of systems analysis, design and development.

**Minimum Education** Bachelor’s degree from an accredited college or university in Computer Science, a physical science, or a mathematics-intensive discipline. Master’s Degree may substitute for two years of general and specialized experience.

Range of Experience	In Years		
Level of Experience	General Experience	Special Experience	Hourly Rate(\$)
I	3	0	65.00
II	5	1	80.00
III	8	2	90.00
IV	10+	3	100.00

**Functional Responsibility** Directs and controls activities related to database design, implementation, and maintenance. Maintains database dictionaries and systems integration through database design, projects long-range requirements, and reviews database concepts and functional capabilities. Develops policies and procedures pertaining to database management, security, maintenance, and utilization. Installs and maintains RDBMS software packages, maintains database backups and ensures security of data.

**Specific Relationship Database Administrator Requirements –**

**Relationship Database Administrator Level I** – Minimum of 3 years’ experience creating and managing the database; performing exceptionally complex database administration functions which include, but not limited

to, managing/maintaining distributed relational databases residing in a central system; providing 24 x 7 support for production issues; duties can include any of the following – capacity planning, installation, configuration, migration, performance monitoring, security, troubleshooting, as well as backup and data recovery.

**Relationship Database Administrator Level II** – Minimum of 5 years’ experience creating and managing the database; performing exceptionally complex database administration functions which include, but not limited to, managing/maintaining distributed relational databases residing in a central system; providing 24 x 7 support for production issues; duties can include any of the following – capacity planning, installation, configuration, design of database, migration, performance monitoring, security, troubleshooting, as well as backup and data recovery.

**Relationship Database Administrator Level III** – Minimum of 8 years’ experience creating and managing the database; performing exceptionally complex database administration functions which include, but not limited to, managing/maintaining distributed relational databases residing in a central system; providing 24 x 7 support for production issues; duties can include any of the following – capacity planning, installation, configuration, design of database, migration, performance monitoring, security, troubleshooting, as well as backup and data recovery; may be certified in any of the following areas – IBM Certified Advanced Database Administrator - DB2 10.1 for Linux, Unix and Windows, IBM Certified Database Administrator - DB2 10.1 for Linux, Unix, and Windows, Oracle Database 11g Administrator Certified Professional, MCSA SQL Server 2012, MCSE Data Platform Solutions Expert.

**Relationship Database Administrator Level IV** – Minimum of 10 years’ experience creating and managing the database; performing exceptionally complex database administration functions which include, but not limited to, managing/maintaining distributed relational databases residing in a central system; providing 24 x 7 support for production issues; duties can include any of the following – capacity planning, installation, configuration, design of database, migration, performance monitoring, security, troubleshooting, as well as backup and data recovery; may be certified in any of the following areas – IBM Certified Advanced Database Administrator - DB2 10.1 for Linux, Unix and Windows, IBM Certified Database Administrator - DB2 10.1 for Linux, Unix, and Windows, Oracle Database 11g Administrator Certified Professional, MCSA SQL Server 2012, MCSE Data Platform Solutions Expert; manages the development of database projects, planning, budgeting, and staffing of database support resources as well as management of resources; prepares and delivers presentation on database management systems (DBMS) concepts.

**SENIOR NETWORK ENGINEER –**

**Minimum Experience** Four (4) years of progressive LAN or network engineering experience. Experience shall include comprehensive end user support in network design, hardware/software selection, integration, inter/intra network data communications, troubleshooting, and problem resolution.

**Minimum Education** A Bachelor’s degree in Computer Science or related field. Technical training and certification in LAN design, administration and maintenance is highly desired. Master's Degree may substitute for two years of general and specialized experience.

Range of Experience	In Years		
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Level of Experience	General Experience	Special Experience	Hourly Rate(\$)
I	5	0	100.00
II	7	1	120.00
III	9	2	135.00
IV	10+	3	145.00

**Functional Responsibility** Provides functional guidance and direction in LAN administration, hardware and software technical support analysis, operating system programming, communications and network systems analysis, configuration management, general end user support and training, data security analysis, office automation, and network operations.

**Specific Senior Network Engineer Requirements –**

**Senior Network Engineer Level I** – Minimum of 5 years’ experience providing guidance and direction with LAN technologies, LAN administration, hardware and software technical support analysis, operating system programming, communications and network systems analysis, configuration management, general end user support and training, data security analysis, office automation, and network operations; high-level knowledge of networking infrastructure, design, installations, configurations and troubleshooting; advanced knowledge and understanding of TCP/IP, routing, protocols, programming of network equipment, and network security; can have certifications including CCIE, CISSP and/or heavy Unix or Linux, etc.; assists in maintenance and operations of voice, video, and data communications systems; supports the acquisition of hardware and software as well as subcontractor services as needed.

**Senior Network Engineer Level II** – Minimum of 7 years’ experience providing guidance and direction with LAN technologies, LAN administration, hardware and software technical support analysis, operating system programming, communications and network systems analysis, configuration management, general end user support and training, data security analysis, office automation, and network operations; high-level knowledge of networking infrastructure, design, installations, configurations and troubleshooting; advanced knowledge and understanding of TCP/IP, routing, protocols, programming of network equipment, and network security; can have certifications including CCIE, CISSP and/or heavy Unix or Linux, etc.; can plan, design, evaluate, select, and upgrade operating systems and protocol suites and configure communication media with concentrators, bridges and other devices.

**Senior Network Engineer Level III** – Minimum of 9 years’ experience providing guidance and direction with LAN technologies, LAN administration, hardware and software technical support analysis, operating system programming, communications and network systems analysis, configuration management, general end user support and training, data security analysis, office automation, and network operations; high-level knowledge of networking infrastructure, design, installations, configurations and troubleshooting; advanced knowledge and understanding of TCP/IP, routing, protocols, programming of network equipment, and network security; can have certifications including CCIE, CISSP and/or heavy Unix or Linux, etc.; can plan, design, evaluate, select, and upgrade operating systems and protocol suites and configure communication media with concentrators, bridges and other devices; may administer network security, perform database administration, supervise and direct work of lower-level personnel, and serve as technical team or task lead.

**Senior Network Engineer Level IV** – Minimum of 10 years’ experience providing guidance and direction with LAN technologies, LAN administration, hardware and software technical support analysis, operating system

programming, communications and network systems analysis, configuration management, general end user support and training, data security analysis, office automation, and network operations; high-level knowledge of networking infrastructure, design, installations, configurations and troubleshooting; advanced knowledge and understanding of TCP/IP, routing, protocols, programming of network equipment, and network security; can have certifications including CCIE, CISSP and/or heavy Unix or Linux, etc.; provides expert planning, designing, evaluation, selection, and upgrading of operating systems and protocol suites and configuring communication media with concentrators, bridges and other devices; administers network security, perform database administration, supervise and direct work of lower-level personnel; serves as technical team lead; resolves interoperability problems to obtain operations across all platforms.

## NETWORK ENGINEER –

**Minimum Experience** Three (3) years of progressive LAN or network engineering experience. Experience shall include comprehensive end user support in network design, hardware/software selection, integration, inter/intra network data communications, troubleshooting, and problem resolution.

**Minimum Education** A Bachelor’s degree in Computer Science or related field. Technical training and certification in LAN design, administration and maintenance is highly desired. Master's Degree may substitute for two years of general and specialized experience.

Range of Experience	In Years		
Level of Experience	General Experience	Special Experience	Hourly Rate(\$)
I	3	0	75.00
II	5	1	90.00
III	8	2	105.00
IV	9+	3	115.00

**Functional Responsibility** Provides functional guidance and direction in LAN administration, hardware and software technical support analysis, operating system programming, communications and network systems analysis, configuration management, general end user support and training, data security analysis, office automation, and network operations.

### Specific Network Engineer Requirements –

**Network Engineer Level I** – Minimum of 3 years’ experience providing the installation and configuration of workstations, laptops, mobile devices, printers, infrastructure and peripherals, with certifications in A+, Network+, Security+; has knowledge of complex customer processes and requirements; applies technical expertise to assist in defining, analyzing, validating, and documenting complex operating environments, states of technology and current engineering processes; conducts complex technical investigations through advanced research techniques, analysis or development phases of engineering projects.

**Network Engineer Level II** – Minimum of 5 years’ experience providing the installation and configuration of workstations, laptops, mobile devices, printers, infrastructure and peripherals, with certifications in A+, Network+, Security+. Has knowledge of complex customer processes and requirements; applies technical

expertise to assist in defining, analyzing, validating, and documenting complex operating environments, states of technology and current engineering processes; conducts complex technical investigations through advanced research techniques, analysis or development phases of engineering projects; familiarity with network operations; knows TCP/IP and performs basic network configuration changes with some supervision; maintains records changes and configuration changes; familiarity with network design and configurations, LAN/WAN configurations, ability to troubleshoot networking issues and programming of network equipment.

**Network Engineer Level III** – Minimum of 8 years’ experience providing the installation and configuration of workstations, laptops, mobile devices, printers, infrastructure and peripherals, with certifications in A+, Network+, Security+ plus CCNA, CCDA or additional work toward MCSE; has knowledge of complex customer processes and requirements; applies technical expertise to assist in defining, analyzing, validating, and documenting complex operating environments, states of technology and current engineering processes; conducts complex technical investigations through advanced research techniques, analysis or development phases of engineering projects; familiarity with network operations; knows TCP/IP and performs basic network configuration changes with some supervision; maintains records changes and configuration changes; familiarity with network design and configurations, LAN/WAN configurations, ability to troubleshoot networking issues and programming of network equipment; recommends and implements LAN policies and procedures; trains users on LAN operations and procedures.

**Network Engineer Level IV** – Minimum of 9 years’ experience providing the installation and configuration of workstations, laptops, mobile devices, printers, infrastructure and peripherals, with certifications in A+, Network+, Security+ plus CCNA, CCDA or additional work toward MCSE; has knowledge of complex customer processes and requirements; applies technical expertise to assist in defining, analyzing, validating, and documenting complex operating environments, states of technology and current engineering processes; conducts complex technical investigations through advanced research techniques, analysis or development phases of engineering projects; familiarity with network operations; knows TCP/IP and performs basic network configuration changes with some supervision; maintains records changes and configuration changes; familiarity with network design and configurations, LAN/WAN configurations, ability to troubleshoot networking issues and programming of network equipment; establishes and implements LAN policies and procedures and their conformance; coordinates activities of LAN support personnel, providing guidance on common networking issues; assesses vendor products; maintains network security; trains users on LAN operations and procedures .

## WEB DEVELOPER

**Minimum Experience** Three (3) years of experience in developing web sites, web-based applications, B2C and B2B Ecommerce applications using different technologies and operating environments.

**Minimum Education** Bachelor’s degree in information technology or related technical field. Master's Degree may substitute for two years of general and specialized experience.

Range of Experience	In Years		
Level of Experience	General Experience	Special Experience	Hourly Rate(\$)

<b>I</b>	<b>3</b>	<b>0</b>	<b>70.00</b>
<b>II</b>	<b>5</b>	<b>1</b>	<b>85.00</b>
<b>III</b>	<b>8</b>	<b>2</b>	<b>95.00</b>
<b>IV</b>	<b>9+</b>	<b>3</b>	<b>105.00</b>

**Functional Responsibility** Designs and develops internet, intranet and/or extranet sites, web-based applications, B2C and/or B2B Ecommerce applications using HTML, DHTML, XML and JavaScript. Utilizes web application development tools, HTML Editors and graphic design tools on different operating systems and web servers.

**Specific Web Developer Requirements –**

**Web Developer Level I** – Minimum of 3 years’ experience designing and building Web pages using a variety of graphics software applications, techniques, and tools; designing and developing user-interface features, site animation, and special-effects elements; designing the Website to support the customer’s strategies and goals relative to external communications; contributing to the Web design group’s efforts to specify, improving, and implementing the look, feel, and function of online projects; interfacing directly with customers, users, graphic artists, and Web software developers.

**Web Developer Level II** – Minimum of 5 years’ experience providing application development and technical support for internal and external Webs; developing Web pages and applications for customers; collaborating with graphic artists to develop Web page graphics that support interactive, marketing-focused content; providing technical consultation in new systems development, new package evaluations and enhancements of existing systems; preparing functional specifications from which programs will be written, then designing, coding, testing, debugging and documenting programs; participating in the technical design, development, testing, implementation and maintenance of Web site enhancements; planning, scheduling and conducts systems tests, monitors test results, and takes appropriate corrective action; possibly preparing technical user guides.

**Web Developer Level III** – Minimum of 8 years’ experience designing and developing well-integrated and cost-effective solutions for internal and external Webs; working closely with client project managers and technical leaders to understand customers’ business objectives and systems requirements; designing and developing Web infrastructures; designing and implementing an intranet strategy for authorization of users to access controlled components; designing relational databases to perform well logically and physically for decision support; coordinating enhancements and maintenance of Web systems and sites; providing recommendations for server operating systems, hardware requirements and encryption standards for communications to and from secure servers; providing technical advice and expertise to Webmasters and Web developers in the installation, acceptance testing, and evaluation of newly released and beta software; possibly serving as a functional/technical team or task lead.

**Web Developer Level IV** – Minimum of 9 years’ experience designing and developing well-integrated and cost-effective solutions for internal and external Webs; working closely with client project managers and technical leaders to understand customers’ business objectives and systems requirements; designing and developing Web infrastructures; designing and implementing an intranet strategy for authorization of users to access controlled components; designing relational databases to perform well logically and physically for decision support; coordinating enhancements and maintenance of Web systems and sites; providing recommendations

for server operating systems, hardware requirements and encryption standards for communications to and from secure servers; providing technical advice and expertise to Webmasters and Web developers in the installation, acceptance testing, and evaluation of newly released and beta software; possibly serving as a functional/technical team or task lead; possibly developing using new web technologies, including mobile web design and development; also possibly performing all procedures necessary to ensure the safety of the organization's Website and transactions across the Internet; applying Internet Firewall technologies to maintain security – ensuring that the user community understands and adheres to necessary procedures to maintain security.

## DATA ENTRY CLERK

**Minimum Experience** One (1) year of data entry and verification experience.

**Minimum Education** Must be a high school graduate or equivalent.

Range of Experience	In Years		
Level of Experience	General Experience	Special Experience	Hourly Rate(\$)
I	1	0	15.00
II	2	1	25.00
III	3	2	30.00
IV	4	3	45.00

**Functional Responsibility** Perform data entry and verification of data where applicable. Data is input from numerous types of source documents requiring various formats. Work requires the application of experience and judgment in selecting procedures to be followed and in searching for, interpreting, selecting, or coding items to be input from a variety of source documents. Performs routine data preparation.

### Specific Data Entry Clerk Requirements –

**Data Entry Clerk Level I** – Minimum of 1 year experience performing data entry via on-line data terminal, key-to-tape, key-to disk, or similar devices; verifying data entered, where applicable.

**Data Entry Clerk Level II** – Minimum of 2 years' experience performing data entry via on-line data terminal, key-to-tape, key-to disk, or similar devices; verifying data entered, where applicable; capable of managing personal workload/tasks/reports.

**Data Entry Clerk Level III** – Minimum of 3 years' experience performing data entry via on-line data terminal, key-to-tape, key-to disk, or similar devices; verifying data entered, where applicable; capable of managing others in similar tasks; recommends and assesses vendor products.

**Data Entry Clerk Level IV** – Minimum of 4 years' experience performing data entry via on-line data terminal, key-to-tape, key-to disk, or similar devices; verifying data entered, where applicable; capable of leading data entry team; assesses and selects vendor products; maintains team performance statistics and acts as liaison with supervisors and management.

## SPECIALIST –

**Minimum Experience** In-depth knowledge across multiple application modules in addition to three or more years of related functional experience or general IT experience and over five years of specific application experience (e.g., Oracle, Citrix, SAP, PeopleSoft). Has managed the functional/technical design/architecture of one or more ERP solutions or implementations of a specific solution and has a broad spectrum of experience and knowledge across many business processes.

**Minimum Education** A Bachelor’s degree in Computer Science, information systems, management science or related field. Master's Degree may substitute for two years of general and specialized experience.

Range of Experience	In Years		
Level of Experience	General Experience	Special Experience	Hourly Rate(\$)
<b>I</b>	<b>5</b>	<b>3</b>	<b>126.00</b>
<b>II</b>	<b>8</b>	<b>4</b>	<b>156.00</b>
<b>III</b>	<b>10</b>	<b>5</b>	<b>196.00</b>
<b>IV</b>	<b>15+</b>	<b>6</b>	<b>227.00</b>

**Functional Responsibility** Leads/manages team in application configuration and functional use of commercial-off-the-shelf (COTS) enterprise (ERP, VDI, CRM, SCM) applications. Responsible for identifying and documenting the strategy for implementing the application. Directs senior staff to develop and review comprehensive functional description of current and future system and process requirements through structured interviews, fit/gap sessions, focus groups, documentation review and other data gathering techniques. Works directly with client management in planning, architecture, development, quality assurance, training, implementation and support as well as functional staff members to identify specific application views and data requirements to ensure that the final system incorporates required functionality.

### Specific Specialist Requirements –

**Specialist Level I** – Minimum of 5 years’ experience analyzing user needs and performing research and functional analysis on a variety of projects; working under direct supervision; performing related work as required; has a minimum of four years of specialized experience providing state-of-the art solutions in information systems technology; can have less than six years’ expertise in a particular area (in new state-of-the-arts technology), consistent with the age of the technology; generally recognized as a leader in the industry in a specific technology; sought out by others in their area of expertise; coordinates with contractor management and government personnel.

**Specialist Level II** – Minimum of 8 years’ experience analyzing user needs to determine functional requirements; performing functional allocation to identify required tasks and their interrelationships; identifying resources required for each task; ; serves as technical team or task lead; has a minimum of ten years of specialized experience providing state-of-the art solutions in information systems technology; can have less than six years’ expertise in a particular area (in new state-of-the-arts technology), consistent with the age of the technology; recognized expert in a specific technology; coordinates with contractor management and government personnel to provide problem definition and present solutions.

**Specialist Level III** – Minimum of 10 years’ experience analyzing user needs to determine functional requirements; performing functional allocation to identify required tasks and their interrelationships; identifying resources required for each task; providing daily supervision and direction to support staff; provides expert, independent services and leadership in specialized technical areas; provides expertise on an as-needed basis to all task assignments; coordinates with contractor management and government personnel to ensure problems are properly defined and addressed; serves as technical team or task lead; has a minimum of ten years of specialized experience providing state-of-the art solutions in information systems technology; can have less than ten years’ expertise in a particular area (in new state-of-the-arts technology), consistent with the age of the technology; recognized expert in a specific technology.

**Specialist Level IV** – Minimum of 15 years’ experience analyzing user needs and performs research and functional analysis on a variety of projects at a highly technical level; may have supervisory responsibility; serves as technical advisor to clients in assigned subject areas; recommends functional changes, and identifies areas for further investigation; generates recommendations in the form of technical briefings, reports, and other major documents provided to senior level client personnel; serves as primary client liaison and coordinates with sub-contractors, government personnel, and technical experts; serves as technical team or task lead; has a minimum of ten years of specialized experience providing state-of-the art solutions in information systems technology; can have less than ten years’ expertise in a particular area (in new state-of-the-arts technology), consistent with the age of the technology; recognized expert in the technology being addressed; provides expert, independent services and leadership in specialized technical areas; provides expertise on an as-needed basis to all task assignments; coordinates with contractor management and government personnel to ensure problems are properly resolved.

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