

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

Special Item No. 132-51 Information Technology Professional Services  
Special Item No. 132-100 Ancillary Supplies and/or Services

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

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

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

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

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

**SPECIAL ITEM NUMBER 132-100 - ANCILLARY SUPPLIES AND/OR SERVICES**

SVAM International, Inc.  
233 East Shore Road, Suite# 201, Great Neck, NY 11023  
Tel: 516 466 6655; Fax 516 466 8260  
www.svam.com

**Contract Number:** **GS-35F-0284Y**

Period Covered by Contract: April 2, 2012 through April 1, 2017

General Services Administration  
Federal Acquisition Service

Pricelist current through Modification #PS-0013, dated October 28, 2014.

Products and ordering information in this Authorized Information Technology Schedule Pricelist are also available on the GSA Advantage! System (<http://www.gsaadvantage.gov>).

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!<sup>™</sup> on-line shopping service ([www.gsaadvantage.gov](http://www.gsaadvantage.gov)). The catalogs/pricelists, GSA Advantage!<sup>™</sup> and the Federal Acquisition Service Home Page ([www.gsa.gov/fas](http://www.gsa.gov/fas)) 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.

For Special Item Number 132-53 Wireless Services ONLY, if awarded, list the limited geographic coverage area:

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**2. CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION:**

**SVAM International, Inc.**  
**233 East Shore Road, Suite# 201, Great Neck, NY 11023**

Contractor must accept the credit card for payments equal to or less than the micro-purchase for oral or written orders under this contract. The Contractor and the ordering agency may agree to use the credit

card for dollar amounts over the micro-purchase threshold (See GSAR 552.232-79 Payment by Credit Card). 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:

**Tel: 516 466 6655; Fax 516 466 8260**

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. STATISTICAL DATA FOR GOVERNMENT ORDERING OFFICE COMPLETION OF STANDARD FORM 279:**

Block 9: G. Order/Modification Under Federal Schedule Contract

Block 16: Data Universal Numbering System (DUNS) Number: : 94-642-3985

Block 30: Type of Contractor: B. Other Small Business

Block 31: Woman-Owned Small Business - No

Block 37: Contractor's Taxpayer Identification Number (TIN): 11-3190965

Block 40: Veteran Owned Small Business (VOSB): No

4a. CAGE Code: 5KGB9

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

As negotiable with ordering activity

132-100

As negotiable with ordering activity

See Part I. of the Solicitation.

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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.

c. i. SIN 132-54 and SIN 132-55, ACCELERATED SERVICE DELIVERY (7 calendar days or less): the time required for COMSATCOM services to be available after order award. Under Accelerated Service Task Orders, service acceptance testing, unless otherwise required by the satellite provider or host nation, shall be deferred until Ordering Activity operations permit.

ii. SIN 132-54 and SIN 132-55, TIME-CRITICAL DELIVERY (4 hours or less): the time required for COMSATCOM services to be available after order award. Under Time-Critical Task Orders, service acceptance testing unless otherwise required by the satellite provider or host nation shall be deferred until Ordering Activity operations permit. Time-Critical Delivery shall be predicated on the availability of COMSATCOM transponded capacity (contracted bandwidth and power, pre-arranged Host Nation Agreements, frequency clearance) or COMSATCOM subscription services (bandwidth, terminals, network resources, etc.).

iii. For SIN 132-54 and SIN 132-55, EXTENDED SERVICE DELIVERY TIMES: the time required under extenuating circumstances for COMSATCOM services to be available after order award. Such extenuating circumstances may include extended time required for host nation agreements or landing rights, or other time intensive service delivery requirements as defined in the individual requirement. Any such extended delivery times will be negotiated between the Ordering Activity and Contractor.

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

a. **Prompt Payment:** 1.0 % - 20 days from receipt of invoice or date of acceptance, whichever is later.

b. **Quantity** - None

c. **Dollar Volume** - 1% @ \$250K per task order; 1.5% @ \$500K per task order

d. **Other Special Discounts** (i.e. Government Education Discounts, etc.) - **Government Educational Institutions** - Government Educational Institutions are offered the same discounts as all other Government customers.

**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:**

**10. Small Requirements:** The minimum dollar 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 for the following Special Item Numbers (SINs) is \$500,000:  
Special Item Number 132-51 - Information Technology Professional Services
- b. The Maximum Order for the following Special Item Numbers (SINs) is \$150,000:  
Special Item Number 132-100 - Ancillary Supplies and/or 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 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.gsaadvantage.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. 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.
- c. The maintenance/repair service provided is the standard commercial terms and conditions for the type of products and/or services awarded.
- d. **SVAM International, Inc. ("SVAM") provides consulting services for software design and product development. Our goal is to create highly usable and marketable software systems for our clients.**

### **Warranties and Guarantees:**

**SVAM's warranty policy is engagement/ project-specific due to the wide range of services that are offered. Such warranties shall be specifically articulated in the contractual agreement signed by the purchaser or affiliate and SVAM at the start of each project. IF NO WARRANTY IS ARTICULATED IN THE CONTRACTUAL AGREEMENT SIGNED BY THE PURCHASER OR AFFILIATE AND SVAM AT THE START OF THE PROJECT, NO WARRANTY IS GRANTED OR IMPLIED IN ANY WAY.**

### **Standard Warranty Inclusions**

- 1) SVAM warrants that its consultants (employees or sub-contractors) will meet client's expectations from a technical perspective as per the criterion listed in the Job Descriptions/ Statement of Work provided by the client for a specific engagement/ project.
  - a) SVAM will provide 2 weeks warranty on the resource to the client during which period the client can evaluate the consultant on the job (said engagement/ project).
  - b) Client may not release payments for the period served by SVAM's consultants (employees or sub-contractors) if the client does not find any of the consultants technically sound and NOT meeting the criterion mentioned in the Job Description.
  - c) Such warranty will expire after 2 weeks or 10 working days or 80 working hours from the start of the specific engagement of SVAM's said consultant.
- 2) SVAM warrants that it has enforceable written agreements with all of its affiliates (employees and all subcontractors) permitted hereunder to be involved in any engagement/ project under an agreement:
  - a) assigning to Consultant ownership of all patents, copyrights and other proprietary rights created in the course of their engagement/ project; and
  - b) Obligating such employees upon terms and conditions no less restrictive than contained herein, not to use or disclose any proprietary rights or information learned or acquired during the course of such employment or engagement, including, without limitation, any

Work Product hereunder, and any other information pursuant to the engagement/project.

#### **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 or 132-9.

**23. SECTION 508 COMPLIANCE.**

I certify that in accordance with 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d), FAR 39.2, and the Architectural and Transportation Barriers Compliance Board Electronic and Information Technology (EIT) Accessibility Standards (36 CFR 1194) General Services Administration (GSA), that all IT hardware/software/services are 508 compliant:

Yes \_\_\_\_\_

No  X

The offeror is required to submit with its offer a designated area on its website that outlines the Voluntary Product Accessibility Template (VPAT) or equivalent qualification, which ultimately becomes the Government Product Accessibility Template (GPAT). Section 508 compliance information on the supplies and services in this contract are available at the following website address (URL): \_\_\_\_\_

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>.

**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 apply exclusively to IT Professional Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

**2. PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000)**

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

**3. ORDER**

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

**4. PERFORMANCE OF SERVICES**

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

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

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

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

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

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

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

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

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

## **6. INSPECTION OF SERVICES**

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I OCT 2008) (DEVIATION I - FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

## **7. RESPONSIBILITIES OF THE CONTRACTOR**

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Dec 2007) Rights in Data – General, may apply.

## **8. RESPONSIBILITIES OF THE ORDERING ACTIVITY**

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

## **9. INDEPENDENT CONTRACTOR**

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

## **10. ORGANIZATIONAL CONFLICTS OF INTEREST**

### **a. Definitions.**

“Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

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

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

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

## **11. INVOICES**

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

## **12. PAYMENTS**

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:

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

### **13. RESUMES**

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

### **14. INCIDENTAL SUPPORT COSTS**

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

### **15. APPROVAL OF SUBCONTRACTS**

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

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

- a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 132-51 IT Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.
- b. Pricing for all IT Professional Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.

1) COMMERCIAL JOB TITLE: ERP SECURITY SPECIALIST

**Minimum/General Experience:**

Six years of experience with ERP and related applications and at least two years experience in ERP security.

**Functional Duties/Responsibility:**

Work closely with the ERP functional and technical teams, internal audit and business stakeholders to provide innovative, cost effective, reliable security solutions to meet business needs. Responsibilities include executing continual improvement of strategies and procedures for user security role definition, user identity management, and legal/regulatory compliance for ERP and related applications. Establishing and implements ERP Security and related policies and procedures in support of large ERP implementations. Responsibilities include ERP Security requirements gathering, design and configuration of security for ERP implementation lifecycle. Should be capable of working independently or leading teams and effectively communicate with customers to gain insight and develop solutions to meet customer business needs across the entire ERP landscape. Should possess excellent interpersonal skills, strong business awareness, a strong understanding of information security practices and technology and a working knowledge of current ERP security related tools.

**Minimum Education:**

Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, mathematics, or business/finance.

**Required/Supplemental Certifications:**

NA

**Substitution Methodology:**

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and nine years of experience.
2. A Ph.D. (in subjects described above) and eight years of experience.
3. No degree with 15 years of intensive and progressive experience demonstrating the required proficiency levels related to task may be substituted

**Relevant SIN(s):**

132-51

2) COMMERCIAL JOB TITLE: SENIOR ERP/ CRM PRODUCT SPECIALIST

**Minimum/General Experience:**

Six years of general IT experience with two years of specialized experience in ERP/ CRM Product methods, plus one year experience in enterprise applications.

**Functional Duties/Responsibility:**

Recognized for enterprise application implementation expertise, such as with specific ERP products, across functional business areas within an organization. Utilizes technical area expertise to assess, select, manage and implement enterprise application components, and to ensure that the technical solution solves

the business problem as an organic part of the organization's operational and functional baseline. Examples of the functional areas would include Human Resources, Finance, Supply, Service, etc. Focus is in a specific product or technology family of technologies on multiple platforms, which is supplemented with a clear understanding of the business requirements and related applications issues. Works with product specialists to brief senior managers and end users on applications integration/functionality within the enterprise. Determines those technology inadequacies and/or deficiencies that affect the functional area's ability to support/meet organizational goals. Supports technical strategies that will improve productivity across functional areas within the organization. Educates others with regard to product-specific best practices. Leads enterprise applications integration efforts and oversee the validation of associated work products. Provides work direction and guidance to other personnel; ensures accuracy of the work of other personnel, operates under deadlines, able to work on multiple tasks.

**Minimum Education:**

Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

**Required/Supplemental Certifications:**

NA

**Substitution Methodology:**

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and nine years of experience.
2. A Ph.D. (in subjects described above) and eight years of experience.
3. No degree with 15 years of intensive and progressive experience demonstrating the required proficiency levels related to task may be substituted

**Relevant SIN(s):**

132-51

3) COMMERCIAL JOB TITLE: SENIOR ERP/ CRM ARCHITECT

**Minimum/General Experience:**

This position requires a minimum of eight years experience, of which at least four years must be specialized. Specialized experience includes implementing ERP application & system architecture, use of structured analysis, design methodologies and design tools (such as entity relationship diagrams, and other design techniques), and experience with the logical and physical functional, operational, and technical architecture of large and complex ERP/ CRM systems.

**Functional Duties/Responsibility:**

Recognized for business and/or architectural expertise with regard to effectively adapting functional business requirements and processes to technical solutions based upon comprehensive enterprise application solution sets. Work with senior managers and executives to provide vision and strategic direction for those functional areas that support the defined business disciplines within the enterprise, and to provide insight into selecting the enterprise applications (such as ERP products) that set the direction and establish an approach for a technical solution. Analyzes ERP gap analysis and architecture for full-scale implementation. Designs ERP application interfaces and the solution infrastructure baseline across

the functional areas of interest. Manages ERP development, implementation, integration, testing and follow on support. While considering the needs of specific business areas, as well as those of the enterprise, provides expertise on technology and industry trends that will affect enterprise solution sets, including technical platforms and network architectures. Leads technical design reviews, validates enterprise approaches, define application systems that support redesigned or improved business processes, recommends technical architectures that lead to comprehensive business solutions, and assesses work products. Updates and debugs system problems to ensure functionality. Also responsible for developing and educating others with regard to the solution set for business and/or architecture-specific best practices. Provides guidance and direction to other professionals, acts in a consulting and/or advisory capacity; coordinates resolution of highly complex problems and tasks, possesses ability to meet and operate under deadlines.

**Minimum Education:**

Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

**Required/Supplemental Certifications:**

NA

**Substitution Methodology:**

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and nine years of experience.
2. A Ph.D. (in subjects described above) and eight years of experience.
3. No degree with 15 years of intensive and progressive experience demonstrating the required proficiency levels related to task may be substituted

**Relevant SIN(s):**

132-51

4) COMMERCIAL JOB TITLE: SENIOR BUSINESS INTELLIGENCE SPECIALIST

**Minimum/General Experience:**

8 years of general IT experience with minimum 6 years of specialized experience in all phases of BI application system analysis, application development , application maintenance support , requirements gathering, requirements analysis, business process analysis, as well as data modeling .

**Functional Duties/Responsibility:**

Participates in all phases of development and administration including, data integration, Universe development, report/report application development, and security administration. Gather, analyze, and document business requirements, functional requirements, and data specifications for Universes and reports. Support business users and application developers in the creation of Web Intelligence, Reports. Develop custom reporting applications and collaborate with the Business Intelligence Architect in developing and maintaining best practices as they relate to Universe design, report design, and implementation of the security model. Collaborate with the Business Intelligence Architect in managing user roles and scheduling reports. Provide technical mentoring for less experienced staff. Assist with project planning and follow-up. Provides project status updates to managers and business partners.

**Minimum Education:**

Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

**Required/Supplemental Certifications:**

NA

**Substitution Methodology:**

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and nine years of experience.
2. A Ph.D. (in subjects described above) and eight years of experience.
3. No degree with 15 years of intensive and progressive experience demonstrating the required proficiency levels related to task may be substituted

**Relevant SIN(s):**

132-100

5) COMMERCIAL JOB TITLE: BUSINESS INTELLIGENCE SPECIALIST

**Minimum/General Experience:**

6 years of general IT experience with minimum 4 years of specialized experience in all phases of BI application system analysis, application development , application maintenance support , requirements gathering, requirements analysis, business process analysis, as well as data modeling .

**Functional Duties/Responsibility:**

Participates in all phases of development and administration including, data integration, Universe development, report/report application development, and security administration. Gather, analyze, and document business requirements, functional requirements, and data specifications for Universes and reports. Support business users and application developers in the creation of Web Intelligence, Reports. Develop custom reporting applications and collaborate with the Sr Business Intelligence specialist in developing and maintaining best practices as they relate to Universe design, report design, and implementation of the security model. Collaborate with the Sr Business Intelligence specialist in managing user roles and scheduling reports. Provide technical mentoring for less experienced staff. Assist with project planning and follow-up.

**Minimum Education:**

Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

**Required/Supplemental Certifications:**

NA

**Substitution Methodology:**

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and nine years of experience.

2. A Ph.D. (in subjects described above) and eight years of experience.
3. No degree with 15 years of intensive and progressive experience demonstrating the required proficiency levels related to task may be substituted

**Relevant SIN(s):**

132-100

6) COMMERCIAL JOB TITLE: SENIOR BUSINESS ANALYST

**Minimum/General Experience:**

This position requires a minimum of ten years experience, of which at least eight years must be specialized in IT system functional analysis. Must possess superior functional knowledge of task order specific requirements and have experience in developing functional requirements for complex integrated IT systems. Must demonstrate the ability to work independently or under only general direction.

**Functional Duties/Responsibility:**

Analyzes user needs to determine functional and cross-functional requirements. Performs functional allocation to identify required tasks and their interrelationships. Identifies resources required for each task. Provides support in translating business requirement into technical solutions; is liaison between the technical and business professionals; supports design and test of applications developed to meet business requirements; uses strategies for maintenance, use library management tools and programming languages. Capable of managing and supervise subordinate business analysts.

**Minimum Education:**

Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance. Three years of additional applicable experience may be substituted for a Bachelor's degree.

**Required/Supplemental Certifications:**

NA

**Substitution Methodology:**

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and nine years of experience.
2. A Ph.D. (in subjects described above) and eight years of experience.
3. No degree with 15 years of intensive and progressive experience demonstrating the required proficiency levels related to task may be substituted

**Relevant SIN(s):**

132-51

7) COMMERCIAL JOB TITLE: PROGRAM MANAGER

**MINIMUM/GENERAL EXPERIENCE:**

Eight years of intensive and progressive experience demonstrating the required proficiency levels related to the specific task. Years of intensive and progressive experience must be related to specific task requirements as well as demonstrating the required proficiency levels related management of the specific task requirements.

**Functional Duties/Responsibility:**

Responsible for and leads team on large complex projects. Translates customer requirements into formal agreements and plans to culminate in customer acceptance or results. Possesses expert knowledge of business processes. Responsible for performance, cost, scope, schedule, quality, and appropriate business measurements for their project, according to their project charter. Be accountable for driving the entire software development lifecycle: requirements definition through specification, design, coding, quality assurance, implementation, integration, launch, and production support. Has extensive professional knowledge of market segment/industry/technology/discipline trends. Works with client to identify business requirements and develops the proposal. May manage one large, complex task or several smaller ones. Recommends strategies and develops plan that satisfy customer needs. Manages all aspects of an assignment, either directly or through subordinate senior professionals. Acts as the primary project liaison with the customer. Ensures outcomes that conform to the customers technical and business requirements. Maintains overall responsibility for project/task performance within contractual obligations, time limitations, and funding constraints. Anticipates future customer, industry, and business trends. Applies this understanding to complex problems to meet project objectives. Effectively manage customer expectations and resolve conflicts that balance customers and service team needs. As appropriate, challenges the validity of given procedures and processes with a view toward enhancement or improvement. Address bottlenecks, provide escalation management, anticipate and make tradeoffs, balance the business needs versus technical constraints, and encourage risk-taking behavior to maximize business benefit. Understand service interdependencies and drive towards technical solutions for multi-tiered systems. Possesses significant breadth of knowledge in business matters, finance, planning, and forecasting and personnel in order to manage team and business processes.

**Minimum Education:**

Bachelor's degree from an accredited college or university which provides substantial knowledge of the information sciences or with a curriculum or major field of study which provides substantial knowledge useful in managing the work specified by the task order(s). Such degrees might be, but should not be limited to, the disciplines of computer science, information systems, physical science, and engineering, a mathematics-intensive discipline or business.

**Required/Supplemental Certifications:**

NA

**Substitution Methodology:**

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and nine years of experience.
2. A Ph.D. (in subjects described above) and eight years of experience.

3. No degree with 15 years of intensive and progressive experience demonstrating the required proficiency levels related to task may be substituted

**Relevant SIN(s):**

132-51

8) COMMERCIAL JOB TITLE: MANAGER – DATABASE ADMINISTRATOR

**Minimum/General Experience:**

This position requires a minimum of ten years experience, of which at least eight years must be specialized. Specialized experience includes: demonstrated experience with data base design and system analysis, current operating systems software internals and data manipulation languages. General experience includes responsibilities in the development and maintenance of data base systems.

**Functional Duties/Responsibility:**

Manages the development of data base projects. Plans and budgets staff and data base resources. When necessary, reallocates resources to maximize benefits. Prepares and delivers presentations on data base management systems (DBMS) concepts. May provide daily supervision and direction to support staff.

**Minimum Education:**

A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, mathematics or business/finance.

**Required/Supplemental Certifications:**

NA

**Substitution Methodology:**

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and nine years of experience.
2. A Ph.D. (in subjects described above) and eight years of experience.
3. No degree with 15 years of intensive and progressive experience demonstrating the required proficiency levels related to task may be substituted

**Relevant SIN(s):**

132-51

9) COMMERCIAL JOB TITLE: SENIOR DATABASE ADMINISTRATOR

**Minimum/General Experience:**

This position requires a minimum of eight years experience, of which at least four years must be specialized. Specialized experience includes: demonstrated experience using current DBMS's technologies, application design utilizing various DBMS and experience with DBMS internals. General

experience includes increasing responsibilities in DBMS systems analysis and programming. Demonstrated ability to work independently or under only general direction.

**Functional Duties/Responsibility:**

Provides highly technical expertise in the use of DBMS. Evaluates and recommends available DBMS products to support validated user requirements. Defines file organization, indexing methods, and security procedures for specific user applications.

**Minimum Education:**

A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, mathematics or business/finance.

**Required/Supplemental Certifications:**

NA

**Substitution Methodology:**

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and nine years of experience.
2. A Ph.D. (in subjects described above) and eight years of experience.
3. No degree with 15 years of intensive and progressive experience demonstrating the required proficiency levels related to task may be substituted

**Relevant SIN(s):**

132-51

10) COMMERCIAL JOB TITLE: SENIOR COMPUTER SYSTEMS ANALYST

**Minimum/General Experience:**

This position requires a minimum of ten years experience, of which at least eight years must be specialized. Specialized experience includes: analysis and design of business applications on complex systems for large-scale computers, data base management, use of programming languages, and/or DBMS. Knowledge of current storage and retrieval methods and demonstrated ability to formulate specifications for computer programmers to use in coding, testing, and debugging of computer programs. General experience includes increasing responsibilities in assignments of a technical nature. Proven ability to work independently or under only general direction on complex application problems involving all phases of systems analysis is required.

**Functional Duties/Responsibility:**

Provides technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and for progress in accordance with schedules. Coordinates with appropriate levels to ensure problem solution and user satisfaction. Makes recommendations, if needed, for approval of major systems installations. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives. When required, provides daily supervision and direction to support staff.

**Minimum Education:**

Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance. Three years of additional applicable experience may be substituted for a Bachelor's degree.

**Required/Supplemental Certifications:**

NA

**Substitution Methodology:**

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and nine years of experience.
2. A Ph.D. (in subjects described above) and eight years of experience.
3. No degree with 15 years of intensive and progressive experience demonstrating the required proficiency levels related to task may be substituted

**Relevant SIN(s):**

132-51

**11) COMMERCIAL JOB TITLE: PRINCIPAL SYSTEMS ARCHITECT****Minimum/General Experience:**

This position requires a minimum of ten years experience, of which at least seven years must be specialized. Specialized experience includes: supervision of system architects, use of structured analysis, design methodologies and design tools (such as entity relationship diagrams, and other design techniques), object oriented principles, and experience with the logical and physical functional, operational, and technical architecture of large and complex information systems. General experience includes increasing responsibilities in systems engineering

**Functional Duties/Responsibility:**

Establishes system information requirements using analysis of the information engineer(s) in the development of enterprise-wide or large scale information systems. Designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. As appropriate, ensures these systems are compatible and in compliance with the standards for open systems architectures and profiles of standards as they apply to the implementation and specification of an Information Management (IM) solution of the application platform, across the application program interface (API), and the external environment/software application. Evaluates analytically and systematically problems of work flows, organization, and planning and develops appropriate corrective action. May provide daily supervision and direction to staff.

**Minimum Education:**

Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance. Three years of additional applicable experience may be substituted for a Bachelor's degree.

**Required/Supplemental Certifications:**

NA

**Substitution Methodology:**

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and nine years of experience.
2. A Ph.D. (in subjects described above) and eight years of experience.
3. No degree with 15 years of intensive and progressive experience demonstrating the required proficiency levels related to task may be substituted

**Relevant SIN(s):**

132-51

**12) COMMERCIAL JOB TITLE: SOLUTIONS ARCHITECT****Minimum/General Experience:**

This position requires a minimum of eight years experience, of which at least four years must be specialized. Specialized experience includes application & system architecture, use of structured analysis, design methodologies and design tools (such as entity relationship diagrams, and other design techniques), object oriented principles, and experience with the logical and physical functional, operational, and technical architecture of large and complex information systems.

**Functional Duties/Responsibility:**

Overall responsible for solution strategy / envisioning / planning through high level design for the solutions within his/her space on this project. Facilitates decision making on the future state solution landscape and develop plans (road maps) for evolving the solutions in the environment to meet future business objectives or enable business strategy. Delivers high level solution designs that serve as the guiding structure for all subsequent solution design and build activities in this space.

Works across multiple projects as needed to cover the solutions that are in scope. The primary role of the architect envisages working closely with various stakeholders; Customers, Partners, Enterprise Architecture, IT Delivery and Operations team and constructing a consensus based architectural solution to derive profitability, sustained ROI and attractive TCO. Provide technology leadership to the customer and delivery teams that is compliant with the overall strategic direction and vision. Oversee various segments of the solution architecture including information, application, infrastructure and integration. Presents and conducts solution architecture presentations and review meeting with various stake holders. Applies and establishes proven best practices, established methodologies, and baseline templates.

**Minimum Education:**

Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance. Three years of additional applicable experience may be substituted for a Bachelor's degree.

**Required/Supplemental Certifications:**

NA

**Substitution Methodology:**

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and nine years of experience.
2. A Ph.D. (in subjects described above) and eight years of experience.
3. No degree with 15 years of intensive and progressive experience demonstrating the required proficiency levels related to task may be substituted

**Relevant SIN(s):**

132-51

**13) COMMERCIAL JOB TITLE: APPLICATIONS PROGRAMMER****Minimum/General Experience:**

This position requires a minimum of five years experience, of which at least three years must be specialized. Specialized experience includes: experience as an applications programmer on data base management systems, knowledge of computer equipment and ability to develop complex software to satisfy design objectives. Demonstrated ability to work independently or under only general direction

**Functional Duties/Responsibility:**

Analyzes functional business applications and design specifications for functional activities. Develops block diagrams and logic flow charts. Translates detailed design into computer software. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency. May take direction from senior application programmer to ensure program deadlines are met.

**Minimum Education:**

Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance. Three years of additional applicable experience may be substituted for a Bachelor's degree.

**Required/Supplemental Certifications:**

NA

**Substitution Methodology:**

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and nine years of experience.
2. A Ph.D. (in subjects described above) and eight years of experience.
3. No degree with 15 years of intensive and progressive experience demonstrating the required proficiency levels related to task may be substituted

**Relevant SIN(s):**

132-51

#### 14) COMMERCIAL JOB TITLE: PROJECT COORDINATOR

**Minimum/General Experience:**

Two years experience as project coordinator associated with PMO in operation and maintenance of project plans and tracking project deliverables.

**Functional Duties/Responsibility:**

Assist Project Managers with administrative tasks including setup and maintenance of Project plans, status reporting and adherence to project timelines. Schedule program/project level meetings. Meet weekly with PM to discuss plan and status of project deliverables. Update plan estimates, dates, and resources with information from PM and other project team members. Run project portfolio reports and discuss issues with PM. Run top initiative and milestone reports and discuss issues with PM. Create weekly project status reports with data. Generate weekly issues log report for PM. Partner with PM and other PC's to ensure standard processes are followed.

**Minimum Education:**

A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance. Three years additional applicable experience may be substituted for a degree.

**Required/Supplemental Certifications:**

NA

**Substitution Methodology:**

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and nine years of experience.
2. A Ph.D. (in subjects described above) and eight years of experience.
3. No degree with 15 years of intensive and progressive experience demonstrating the required proficiency levels related to task may be substituted

**Relevant SIN(s):**

132-100

#### 15) COMMERCIAL JOB TITLE: SENIOR QUALITY ASSURANCE ANALYST

**Minimum/General Experience:**

This position requires a minimum of six years IT experience, of which at least three years are specialized experience in QA areas such as the following: configuration management, verification and validation, software testing and integration, software metrics and their application to software quality assessment. Experience includes increasing responsibilities in quality assurance, quality control responsibilities.

**Functional Duties/Responsibility:**

Coordinates with the Project Manager and/or Quality Assurance Manager to ensure problem solution and user satisfaction. Makes recommendations, if needed, for approval of major systems installations. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives.

**Minimum Education:**

Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance. Three years of additional applicable experience may be substituted for a Bachelor's degree.

**Required/Supplemental Certifications:**

NA

**Substitution Methodology:**

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and nine years of experience.
2. A Ph.D. (in subjects described above) and eight years of experience.
3. No degree with 15 years of intensive and progressive experience demonstrating the required proficiency levels related to task may be substituted

**Relevant SIN(s):**

132-51

16) COMMERCIAL JOB TITLE: QUALITY ASSURANCE ANALYST

**Minimum/General Experience:**

This position requires a minimum of four years IT experience, of which at least two years are specialized experience in QA areas such as the following: configuration management, verification and validation, software testing and integration, software metrics and their application to software quality assessment.

**Functional Duties/Responsibility:**

Coordinates with Quality Assurance Manager to ensure problem solution and user satisfaction. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues and end user representatives.

**Minimum Education:**

Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance. Three years of additional applicable experience may be substituted for a Bachelor's degree.

**Required/Supplemental Certifications:**

NA

**Substitution Methodology:**

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and nine years of experience.
2. A Ph.D. (in subjects described above) and eight years of experience.
3. No degree with 15 years of intensive and progressive experience demonstrating the required proficiency levels related to task may be substituted

**Relevant SIN(s):**

132-51

17) COMMERCIAL JOB TITLE: LEAD APPLICATIONS PROGRAMMER

**Minimum/General Experience:**

This position requires a minimum of seven years of increasingly complex and progressive experience in performing systems analysis, development, and implementation of business, mathematical, or scientific setting using a variety of information technology resources. Requires experience with current technologies and, where required for the task, emerging technologies. Must have managed or had significant involvement with complex or substantive information technology projects.

**Functional Duties/Responsibility:**

Formulates and defines system scope and objectives for assigned projects. Prepares detailed specifications for programs. Responsible for program design, coding, testing, debugging and documentation. Has full technical knowledge and responsibility of all phases of applications systems analysis and programming. Understands the business or function for which application is designed. Duties also include instructing, directing and checking the work of other systems analysts and programming personnel. Responsible for quality assurance review and for directing and monitoring the work of team members

**Minimum Education:**

Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance. Three years of additional applicable experience may be substituted for a Bachelor's degree.

**Required/Supplemental Certifications:**

NA

**Substitution Methodology:**

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and nine years of experience.
2. A Ph.D. (in subjects described above) and eight years of experience.
3. No degree with 15 years of intensive and progressive experience demonstrating the required proficiency levels related to task may be substituted

**Relevant SIN(s):**

132-51

18) COMMERCIAL JOB TITLE: HELP DESK SPECIALIST

**Minimum/General Experience:**

This position requires a minimum of five years experience, of which at least three years must be specialized. Specialized experience includes: knowledge of PC operating systems as well as networking and mail standards and work on a help desk. General experience includes information systems development and other work in the client/server field, or related fields. Demonstrated ability to communicate orally and in writing and a positive customer service attitude.

**Functional Duties/Responsibility:**

Provides phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed under this contract or predecessors. Serves as the point of contact for troubleshooting hardware/software PC and printer problems.

**Minimum Education:**

Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance. Three years of additional applicable experience may be substituted for a Bachelor's degree.

**Required/Supplemental Certifications:**

NA

**Substitution Methodology:**

Education and experience requirements may be substituted with:

1. A Master's Degree (in subjects described above) and nine years of experience.
2. A Ph.D. (in subjects described above) and eight years of experience.
3. No degree with 15 years of intensive and progressive experience demonstrating the required proficiency levels related to task may be substituted

**Relevant SIN(s):**

132-51

**Price List – DOL index escalation rate/ employment cost index**

<b>SIN</b>	<b>LABOR CATEGORY</b>	<b>GSA PRICE</b>
132-51	<b>ERP Security Specialist</b>	<b>\$127.83</b>
132-51	<b>Senior ERP/ CRM Product Specialist</b>	<b>\$127.83</b>
132-51	<b>Senior ERP/ CRM Architect</b>	<b>\$132.95</b>
132-100	<b>Senior Business Intelligence Specialist</b>	<b>\$127.83</b>
132-100	<b>Business Intelligence Specialist</b>	<b>\$117.61</b>
132-51	<b>Senior Business Analyst</b>	<b>\$122.72</b>
132-51	<b>Program Manager</b>	<b>\$127.83</b>
132-51	<b>Manager - Database Administrator</b>	<b>\$112.49</b>
132-51	<b>Senior Database Administrator</b>	<b>\$112.49</b>
132-51	<b>Senior Computer Systems Analyst</b>	<b>\$112.49</b>
132-51	<b>Principal Systems Architect</b>	<b>\$117.61</b>
132-51	<b>Solutions Architect</b>	<b>\$112.49</b>
132-51	<b>Applications Programmer</b>	<b>\$81.81</b>
132-100	<b>Project Coordinator</b>	<b>\$81.81</b>
132-51	<b>Senior Quality Assurance Analyst</b>	<b>\$92.04</b>
132-51	<b>Quality Assurance Analyst</b>	<b>\$71.59</b>
132-51	<b>Lead Applications Programmer</b>	<b>\$102.27</b>
132-51	<b>Help Desk Specialist</b>	<b>\$61.36</b>

MODIFICATION #PS0009 Effective December 27, 2013:

19) COMMERCIAL JOB TITLE: IT PROJECT MANAGER PUBLIC SECTOR UTILITIES

**Minimum/General Experience:**

This position requires a minimum of Fifteen (15) years IT experience and more than Five (5) years of experience working IT systems with Public Sector Utility domain. Experience includes increasing responsibilities in information systems design and management.

**Functional Duties/Responsibility:**

The Project Manager is responsible for all aspects of IT project performance and provides overall direction to all project activities and personnel. Formulates and enforces work standards, assigns project schedules, reviews work, supervises project personnel and communicates policies and organizational goals and objectives to all IT project personnel. Demonstrates skills required to maintain complete IT project control in public sector utilities domain. Experience in past IT projects must include:

- a. web based automated meter reading systems in a public sector utility environment
- b. implementation of automated billing, leak detection and usage analytics using IT systems
- c. enhancement of customer information services IT system
- d. compliance management for permits and customer service including Y2K, CASS certification, Asbestos, Air and Noise using IT systems.

Uses considerable independent judgment and initiative in combining a broad scope of professional planning and sophisticated, analytical judgments in order to solve a variety of complex, technical problems. Coordinates and delegate the responsibilities of development team. Conduct training sessions with IT team so that they can be equipped with new knowledge and IT skills to remain current. Also train entry-level employees to allow them to be on the same level as the other members of the team.

Establishes IT project expectations with Program Manager, manages IT project budget to task and deliverables, defines project requirements; evaluates project outcomes and provides analysis to program manager. Guides the development of all IT applications, defined through the development of the project plan, in conjunction with IT staff and Program Manager.

**Minimum Education:**

A Bachelor's degree in computer science/systems or information systems/technology or engineering/engineering technology or software engineering/programming or management, mathematics or business/finance.

**Required/Supplemental Certifications:**

NA

**Substitution Methodology:**

NA

**Relevant SIN(s):**

132-51

MODIFICATION #PS0009 Effective December 27, 2013 Pricelist

<b>SIN</b>	<b>LABOR CATEGORY</b>	<b>GSA PRICE</b>
132-51	IT Project Manager Public Sector Utilities	\$184.47

**MODIFICATION #PS-0013 Effective October 28, 2014:**

20) COMMERCIAL JOB TITLE: ENGAGEMENT MANAGER

**Minimum/General Experience:**

Ten to fifteen years of demonstrated performance in related technology and business management. Experienced in managing projects involving such complex networks, cross-platform integration and large-scale, complex systems design and implementation.

**Functional Duties/Responsibility:**

Overall responsibility for leading diverse teams (i.e., multiple domains, across geographies, potential partners involved) to deliver integrated client solutions that achieve measurable business results

Accountable for large or complex IT projects, managing risk by balancing scope, time, cost and quality

Experience in enterprise IT system development and deployment, solutions architecture, application development and maintenance, and achievement of non-functional requirements

Oversees the IT project team with multiple complexities (i.e., third party vendors, complex solutions, contracts, etc.).

Plans IT projects by leading the team through the estimation efforts before work get started and turning estimates into project plans.

Responsible for the financial performance of the engagement

Actively shares and leverages best practices across projects, and ensures adoption

Responsible for relationships with client's senior leadership team, and communicates status and issues regularly

**Minimum Education:**

Bachelor's or Master Degree or industry equivalent experience.

**Required/Supplemental Certifications:** NA

**Substitution Methodology:** NA

**Relevant SIN(s):**

132-51

21) COMMERCIAL JOB TITLE: PROGRAM DIRECTOR

**Minimum/General Experience:**

Ten (10) years of intensive and progressive experience demonstrating the required proficiency levels related to Strategy and Implementation of Enterprise Solutions like ERP and Oracle database. Years of intensive and progressive experience must be related to Enterprise Solution requirements as well as demonstrating the required proficiency levels related management of the specific task requirements. Able to provide technical direction and oversight to a project team, and to advise senior level clients regarding project issues and Best Practices.

**Functional Duties/Responsibility:**

Leads complex and large-size teams; leads the leaders of small to mid-sized teams.

Manages all aspects of team performance

Leads complex technical and functional integration with other systems and takes a leadership role with developers to resolve technical and functional IT issues

Uses client priorities to develop phases, dividing effort into achievable segments

Determines overall IT project effort and duration, with documented assumptions

Identifies the types and numbers of differently skilled people necessary to execute on the plan

Presents alternative approaches for estimates and scope decisions that meet client's objectives

Ensures traceability and consistency through project management tools: scope matrix, Work Breakdown Structure, estimates, project plans, and resource plan

Maintains a workable schedule of tasks to achieve the IT project goals and track progress towards them

Identifies dependencies between related activities

Determines status on a regular basis and communicates to all key stakeholders

Validates project plans based on critical path, resource-leveling and judgment

Creates escalation chain and exercises it early in the project

Manages issues, risks and project metrics

Uses an objective risk severity scale to prioritize risks; uses risk triggers to track likelihood of risk occurring.

Tracks issue closure and aging metrics to assess issue management effectiveness and issue-related project risk

Manages and tracks the integrated efforts of a distributed project

**Minimum Education:**

Bachelor's degree or higher in engineering, scientific, computer science, operations research, business, or related field, or equivalent experience directly related to the functional responsibilities of the position.

**Required/Supplemental Certifications:** NA

**Substitution Methodology:** NA

**Relevant SIN(s):**

132-51

22) COMMERCIAL JOB TITLE: SENIOR DOCUMENT MANAGEMENT EXPERT

**Minimum/General Experience:**

Eight years of general IT experience with minimum 6 years of specialized experience in all phases of document management system analysis, application development , application maintenance support , requirements gathering, requirements analysis, and business process analysis.

**Functional Duties/Responsibility:**

Responsible for Business process assessment of client business challenges to be solved by document management software. Archiving experience with emphasis on document management. Assessment of client legacy systems, compilation of business requirements, demonstration of learning vendor package capabilities. All aspects of application implementation including analysis, design, construction and implementation of selected software and supporting processes. Should possess programming skills. Team Lead skills - Senior consulting Implements and maintains project document control record keeping system. Work closely with technical project teams and partner teams to implement a workflow solution.

Specialized experience includes: MOSS/SharePoint design work, documentation and best practices consulting. Included areas: Architecture design, Topology, classification taxonomies, governance, workflows, Business Intelligence, training. Experience with the logical and physical functional, operational, and technical architecture of large and complex information and SharePoint systems. Assess new and relevant SharePoint Services technologies. Prepare and update SharePoint Services documentation and define proper business processes. Develop application documentation and appropriate training. Define new requirements and changes for sites and pages in an orderly, cost-effective manner.

**Minimum Education:**

A Bachelor's degree in computer science/systems or information systems/technology or engineering/engineering technology or software engineering/programming or management, mathematics or business/finance.

**Required/Supplemental Certifications:** NA

**Substitution Methodology:** NA

**Relevant SIN(s):**

132-51

23) COMMERCIAL JOB TITLE: SENIOR NETWORK ENGINEER

**Minimum/General Experience:**

This position requires a minimum of seven years of experience of which five years must be specialized. Specialized experience includes protocol analysis, communication network system design and maintenance, knowledge of communication protocols such as TCP/IP, X.25, X.400, X.500. Knowledge of devices such as bridges, routers and gateways. Specialized experience also includes: supervising the operation and maintenance of communication network systems. General experience includes all aspects of communication networks planning, installation, and support.

**Functional Duties/Responsibility:**

Evaluates communication hardware and software, troubleshoots LAN/MAN/WAN and other network related problems, provides technical expertise for performance and configuration of networks. Performs general LAN/MAN/WAN administration, provides technical leadership in the integration and test of complex large scale computer integrated networks. Schedules conversions and cutovers. Oversees network control center. Supervises maintenance of systems. Coordinates with all responsible users and sites.

Design, installs, maintains complex networks that typically link numerous computing platforms, operating systems, and network topologies across widely dispersed geographic areas. Evaluates hardware and software suitable for large complex networks. Designs and maintains fault-tolerant systems and manages system backups. Recommends changes in methods or procedures where necessary.

**Minimum Education:**

A Bachelor's degree in computer science/systems or information systems/technology or engineering/engineering technology or software engineering/programming or management, mathematics or business.

**Required/Supplemental Certifications:** NA

**Substitution Methodology:** NA

**Relevant SIN(s):**

132-51

24) COMMERCIAL JOB TITLE: SENIOR ERP/CRM ANALYST

**Minimum/General Experience:**

Six years of general IT experience and four years' experience in enterprise applications and/or including two year experience in data bases.

**Functional Duties/Responsibility:**

Performs enterprise application team lead responsibilities, including planning tasks, assigning resources to the task, monitoring and tracking progress, and informing project management on all project activities. Demonstrates knowledge of ERP core competencies and may work independently. Performs business and technical analyst functions, including workshop facilitation, business process data validation, enterprise application (ERP product) testing from a functional business area perspective, program development, unit testing of the application code (ERP product) from a technical perspective, work group/work session participation, and delivery of technical and business solutions. Implements data bases that are the results of business systems planning and data requirements planning. Provides for systems development and data base administration groups the future business strategies as seen from a data point of view. Assists with the analysis of enterprise information system baseline and perform a "gap analysis" between the baseline, the user operational requirements and the operating capability of enterprise application product sets. Also

perform business and technical designer functions, including making contribution to both the business and technical architecture components of the enterprise solution, supporting industry/functional area/business process specialists and experts, supporting architecture/product/technology specialists and experts, and review/assess enterprise solution products for accuracy and consistency. Provides work direction and guidance to other personnel; ensures accuracy of the work of other personnel, operates under deadlines, able to work on multiple tasks.

**Minimum Education:**

A Bachelor's degree in computer science/systems or information systems/technology or engineering/engineering technology or software engineering/programming or management, mathematics or business/finance.

**Required/Supplemental Certifications:** NA

**Substitution Methodology:** NA

**Relevant SIN(s):**

132-51

25) COMMERCIAL JOB TITLE: ERP/CRM DEVELOPER

**Minimum/General Experience:**

Six years of general IT requirements and two years' experience in enterprise applications and/or including formal training and two years' experience in enterprise applications and/or two year experience in data bases.

**Functional Duties/Responsibility:**

Responsible for supporting the delivery of technical and business solutions based upon enterprise applications (ERP products based), and working independently to develop enterprise-based programs of medium to high complexity. Activities include the development, integration and deployment of enterprise solutions. Supports ERP Analysts, Designers, Business Specialist and Architectural Experts with enterprise applications programming, workshops, documentation, training and user support. Efforts will produce business solution models, technical work products, unit-tested code, instructional courseware, data structures, user interfaces, documentation, and enhanced logical processes that will effectively utilize enterprise applications. May provide daily supervision and direction to support staff, ensures accuracy of the work of support staff, and operates under deadlines, able to work on multiple tasks.

**Minimum Education:**

A Bachelor's degree in computer science/systems or information systems/technology or engineering/engineering technology or software engineering/programming or management, mathematics or business/finance.

**Required/Supplemental Certifications:** NA

**Substitution Methodology:** NA

**Relevant SIN(s):**

132-51

26) COMMERCIAL JOB TITLE: SYSTEMS ADMINISTRATOR

**Minimum/General Experience:**

This position requires a minimum of five years' experience, of which at least three years must be specialized experience in administrating computer systems. General experience includes operations experience on a large-scale computer system or a multi-server local area network.

**Functional Duties/Responsibility:**

Supervises and manages the daily activities of configuration and operation of business systems. Optimizes system operation and resource utilization, and performs system capacity analysis and planning. Provides assistance to users in accessing and using business systems.

Ensures system availability and functionality, performs system backup for major systems in accordance with established procedures. Supervises adjustments on hardware and recommends software changes to maximize system throughput. Monitors and performs scheduled testing and review of hardware and software.

**Minimum Education:**

A Bachelor's degree in computer science/systems or information systems/technology or engineering/engineering technology or software engineering/programming or management, mathematics or business/finance.

**Required/Supplemental Certifications:** NA

**Substitution Methodology:** NA

**Relevant SIN(s):**

132-51

27) COMMERCIAL JOB TITLE: TECHNICAL WRITER

**Minimum/General Experience:**

This position requires a minimum of seven years' experience, of which at least three years must be specialized experience in developing technical and end user documentation.

**Functional Duties/Responsibility:**

Develop technical and end user documentation. Able to clearly communicate complex technical concepts in writing to non-technical users. Has experience creating documentation for non-technical business users of large data warehouse and Web applications. Organize material and complete writing assignment according to set standards regarding order, clarity, conciseness, style, and terminology.

Develops, drafts, revises, and edits reports, articles, manuals, specifications, presentation materials, and other technical documents. Interprets information obtained through research or provided by technical

specialists; applies knowledge of field-specific documentation content and format standards to prepare, edit, and publish technical materials. Maintain records and files of work and revisions. Edit, standardize, or make changes to material prepared by other writers or establishment personnel.

Confer with customer representatives, vendors, plant executives, or publisher to establish technical specifications and to determine subject material to be developed for publication. Review published materials and recommend revisions or changes in scope, format, content, and methods of reproduction and binding. Select photographs, drawings, sketches, diagrams, and charts to illustrate material. . Knowledge of HTML, Acrobat Writer, Front Page and Visio is mandatory and must possess excellent oral and written communications skills.

**Minimum Education:**

Bachelor’s degree from an accredited college or university which provides substantial knowledge of the information sciences or with a curriculum or major field of study which provides substantial knowledge useful in managing the work specified by the task order(s). Such degrees might be, but should not be limited to, the disciplines of computer science, information systems, physical science, and engineering, a mathematics-intensive discipline or business.

**Required/Supplemental Certifications:** NA

**Substitution Methodology:** NA

**Relevant SIN(s):**

132-51

**MODIFICATION #PS-0013 Effective October 28, 2014 Pricelist**

132-51	<b>Engagement Manager</b>	<b>\$297.30</b>
132-51	<b>ERP/ BI Program Director</b>	<b>\$198.35</b>
132-51	<b>Senior Document Management Expert</b>	<b>\$148.77</b>
132-51	<b>Senior Network Engineer</b>	<b>\$109.10</b>
132-51	<b>Senior ERP/ CRM Analyst</b>	<b>\$148.77</b>
132-51	<b>ERP/ CRM Developer</b>	<b>\$133.89</b>
132-51	<b>System Administrator</b>	<b>\$114.05</b>
132-51	<b>Technical Writer</b>	<b>\$81.82</b>

**USA COMMITMENT TO PROMOTE  
SMALL BUSINESS PARTICIPATION  
PROCUREMENT PROGRAMS**

**PREAMBLE**

(Name of Company) 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.

**Point of Contact** : Anjul Bahuguna

**Company Name** : SVAM International, Inc.

**Phone** : 516 466 6655

**Email** : [abahuguna@svam.com](mailto:abahuguna@svam.com)

**Fax** : 516 466 8260

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

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 BPA DISCOUNT/PRICE	*SPECIAL
--	----------

_____	_____
_____	_____
_____	_____

(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.