



**GENERAL SERVICES ADMINISTRATION  
Federal Supply Service  
Authorized Federal Supply Schedule Price List  
Information Technology Schedule Pricelist  
Special Item No. 132-51: Information Technology Professional Services  
Special Item No. 132-62: HSPD-12 Product and Service Components**

**GSA CONTRACT: GS-35F-0324S  
March 29, 2016 through March 29, 2021  
Contract current through Modification PO-0017 dated  
12/09/2015**

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Online access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through GSAAAdvantage!, a menu-driven database system. The INTERNET address from GSAAAdvantage! is: [Http://www.fss.gsa.gov](http://www.fss.gsa.gov)

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**1. INFORMATION FOR ORDERING ACTIVITIES**

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

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

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

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

1. Geographic Scope of Contract:

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

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

Offerors are requested to check one of the following boxes:

[ X] The Geographic Scope of Contract will be domestic and overseas delivery.

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

2. Contractor's Ordering Address and Payment Information:

CRI  
8280 Greensboro Drive, Suite 500  
McLean, VA 22102

Contractors are required to accept credit cards for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. Credit cards will not be acceptable for payment above the micro-purchase threshold. In addition, bank account information for wire transfer payments will be shown on the invoice.

The following telephone number(s) can be used by ordering activities to obtain technical and/or ordering assistance: 703-245-4120

**3. LIABILITY FOR INJURY OR DAMAGE**

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

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

Block 9: G. Order/Modification Under Federal Schedule  
Block 16: Data Universal Numbering System (DUNS) Number: 009039939  
Block 30: Type of Contractor - Other Small Business  
Block 31: Woman-Owned Small Business - **Yes**  
Block 36: Contractor's Taxpayer Identification Number (TIN): 52-1874221

4a. CAGE Code: 1FPF0 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)
SIN 132-51_____	As negotiated with the ordering agency

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

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

7. Discounts: Prices shown are NET Prices; Basic Discounts have been deducted.
  - a. Prompt Payment: .5% - 15 days from receipt of invoice or date of acceptance, whichever is later.
  - b. Quantity: None
  - c. Dollar Volume: None
  - d. Government Educational Institutions: Government Educational Institutions are offered the same discounts as all other Government customers.
  - e. Other: None

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 value of orders to be issued is \$100.00

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

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

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

## 12. ORDERING PROCEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS

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

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

## 13. FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS

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

### 13.1 FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPS PUBS):

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

subscription service should be referred to the NTIS Subscription Officer, both at the above address, or telephone number (703) 487-4650.

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

#### **14. CONTRACTOR TASKS / SPECIAL REQUIREMENTS (C-FSS-370) (NOV 2001)**

- (a) Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.
- (b) Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. The Industrial Funding Fee does NOT apply to travel and per diem charges.  
NOTE: Refer to FAR Part 31.205-46 Travel Costs, for allowable costs that pertain to official company business travel in regards to this contract.
- (c) Certifications, Licenses and Accreditations: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.
- (d) Insurance: As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.
- (e) Personnel: The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.
- (f) Organizational Conflicts of Interest: Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.
- (g) Documentation/Standards: The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.
- (h) Data/Deliverable Requirements: Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.
- (i) Government-Furnished Property: As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.
- (j) Availability of Funds: Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability

of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.

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

**16. GSA Advantage!**

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

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

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

**17. PURCHASE OF OPEN MARKET ITEMS**

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

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

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

**18. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS**

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

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

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

## **19. OVERSEAS ACTIVITIES**

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

Hardware is not offered under this contract.

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

## **23. SECTION 508 COMPLIANCE.**

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

[www.cri-solutions.com](http://www.cri-solutions.com)

**\*\*NOTE:** Contractor should insert the contractor's website or other location where full details can be found.\*\*

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

## **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. SOFTWAREINTEROPERABILITY.**

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. ADVANCEPAYMENTS**

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)

## **2. TERMS AND CONDITIONS APPLICABLE TO IT PROFESSIONAL SERVICES (SIN 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 Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

## **2. PERFORMANCE INCENTIVES**

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

## **3. ORDER**

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

## **4. PERFORMANCE OF SERVICES**

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

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

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

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

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

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

## **9. INDEPENDENT CONTRACTOR**

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

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

a. Definitions.

—Contractor<sup>l</sup> means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract. —Contractor and its affiliates<sup>ll</sup> and —Contractor or its affiliates<sup>ll</sup> 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<sup>ll</sup> exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor's or its affiliates' objectivity in performing contract work.

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

orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

## **11. INVOICES**

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

## **12. PAYMENTS**

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003)) applies to labor-hour orders placed under this contract.

## **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.

## **3. TERMS AND CONDITIONS APPLICABLE TO AUTHENTICATION PRODUCTS AND SERVICES SPECIAL ITEM NUMBER (SIN 132-62) AUTHENTICATION PRODUCTS AND SERVICES (MAY 2006) (C-FCI-007)**

### **A. General Background.**

Authentication Products and Services provide for authentication of individuals for purposes of physical and logical access control, electronic signature, performance of E-business transactions and delivery of Government services. Authentication Products and Services consist of hardware, software components and supporting services that provide for identity assurance.

Homeland Security Presidential Directive 12 (HSPD-12), —Policy for a Common Identification Standard for Federal Employees and Contractorsll establishes the requirement for a mandatory Government -wide standard for secure and reliable forms of identification issued by the Federal Government to its employees and contractor employees assigned to Government contracts in order to enhance security, increase Government efficiency, reduce identity fraud, and protect personal privacy. Further, the Directive requires the Department of Commerce to promulgate a Federal standard for secure and reliable forms of identification within six months of the date of the Directive. As a result, the National Institute of Standards and Technology (NIST) released Federal Information Processing Standard (FIPS) 201: Personal Identity Verification of Federal Employees and Contractors on February 25, 2005. FIPS 201 requires that the digital certificates incorporated into the Personal Identity Verification (PIV) identity credentials comply with the X.509 Certificate Policy for the U.S. Federal PKI Common Policy Framework. In addition, FIPS

201 requires that Federal identity badges referred to as PIV credentials, issued to Federal employees and contractors comply with the Standard and associated NIST Special Publications 800-73, 800-76, 800-78, and 800-79.

#### **B. Special Item Numbers.**

The General Services Administration has established the E-Authentication Initiative (see URL: <http://cio.gov/eauthentication>) to provide common infrastructure for the authentication of the public and internal federal users for logical access to Federal E-Government applications and electronic services. To support the government-wide implementation of HSPD-12 and the Federal E-Authentication Initiative, GSA is establishing the following Special Item Numbers (SINs):

SIN 132-62: HSPD-12 Product and Service Components. SIN 132-62 is established for products and services for agencies to implement the requirements of HSPD-12, FIPS-201 and associated NIST special publications. The HSPD-12 implementation components specified under this SIN are:

- PIV enrollment and registration services,
- PIV systems infrastructure,
- PIV card management and production services,
- PIV card finalization services,
- Physical access control products and services,
- Logical access control products and services,
- PIV system integration services, and
- Approved FIPS 201-Compliant products and services.

#### **C. Qualification Information.**

All of the products and services for the SINs listed above must be qualified as being compliant with Government-wide requirements before they will be included on a GSA Information Technology (IT) Schedule contract. The Qualification Requirements and associated evaluation procedures against the Qualification Requirements for each SIN and the specific Qualification Requirements for HSPD-12 implementation components are presented at the following URL: <http://www.idmanagement.gov>. In addition, the National Institute of Standards and Technology (NIST) has established the NIST Personal Identity Verification Program (NPIVP) to evaluate integrated circuit chip cards and products against conformance requirements contained in FIPS 201. GSA has established the FIPS 201 Evaluation Program to evaluate other products needed for agency implementation of HSPD-12 requirements where normative requirements are specified in FIPS 201 and to perform card and reader interface testing for interoperability. Products that are approved as FIPS-201 compliant through these evaluation and testing programs may be offered directly through SIN 132-62 under the category —Approved FIPS 201-Compliant Products and Services.

#### **D. Qualification Requirements.**

Offerors proposing products and services under Special Item Numbers (SINs) 132-62 are required to provide the following:

1. Proposed items must be determined to be compliant with Federal requirements for that Special Item Number. Qualification Requirements and procedures for the evaluation of products and services are posted at the URL: <http://www.idmanagement.gov>. GSA will follow these procedures in qualifying offeror's products and services against the Qualification Requirements for applicable to SIN. Offerors are encouraged to submit a proposal under the Multiple Award Schedule (MAS) Information Technology (IT) solicitation at the same time they submits products and services to be qualified. Award for SIN 132-62 will be dependent upon receipt of official documentation from the Acquisition Program Management Office (APMO) listed below verifying satisfactory qualification against the Qualification Requirements of the proposed SIN(s).

2. After award, Contractor agrees that certified products and services will not be offered under any other SIN on any GSA Multiple Award Schedule.

3. a. If the Contractor changes the products or services previously qualified, GSA may require the contractor to resubmit the products or services for re-qualification.
- b. If the Federal Government changes the qualification requirements or standards, Contractor must resubmit the products and services for re-qualification.

#### **E. Demonstrating Conformance.**

The Federal Government has established Qualification Requirements for demonstrating conformance with the Standards. The following websites provide additional information regarding the evaluation and qualification processes: for Access Certificates for Electronic Services (ACES) and PKI Shared Service Provider (SSP) Qualification Requirements and evaluation procedures: <http://www.idmanagement.gov> ; for HSPD-12 Product and Service Components Qualification Requirements and evaluation procedures: <http://www.idmanagement.gov>; for FIPS 201 compliant products and services qualification and approval procedures: <http://www.csrc.nist.gov/piv-project/> and <http://www.smart.gov>

#### **F. Acquisition Program Management Office (APMO).**

GSA has established the APMO to provide centralized technical oversight and management regarding the qualification process to industry partners and Federal agencies. Contact the following APMO for information on the E-Authentication Qualification process.

1. The Acquisition Program Management Office point-of-contact for Access Certificates for Electronic Services (ACES – SIN 132-60) and PKI Shared Service Providers (PKI SSP – SIN 132-61) is:

Stephen P. Duncan  
Program Manager  
E-Authentication Program Management Office  
2011 Crystal Drive, Suite 911  
Arlington, VA 22202  
[stephen.duncan@gsa.gov](mailto:stephen.duncan@gsa.gov)  
703.872.8537

2. The Acquisition Program Management Office point-of-contact for HSPD-12 Product and Service Components is:

Mike Brooks  
Director, Center for Smartcard Solutions  
Office of Center for Smartcard Solutions  
1800 F Street, N.W., Room 5010  
Washington, D.C. 20405  
202.501.2765 (telephone)  
202.208.3133(fax)

#### **1. ORDER**

a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering authentication products and 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.

c. When placing an order, ordering activities may deal directly with the contractor or ordering activities may send the requirement to the Program Management Office to receive assisted services for a fee.

## **2. 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 the Services under SINs 132-60, 132-61 and 132-62 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.

## **3. 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.

## **4. INSPECTION OF SERVICES**

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

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

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

## **6. INDEPENDENT CONTRACTOR**

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

## **7. ORGANIZATIONAL CONFLICTS OF INTEREST**

### **a. Definitions.**

—Contractor<sup>ll</sup> means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

—Contractor and its affiliates<sup>ll</sup> and —Contractor or its affiliates<sup>ll</sup> 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<sup>ll</sup> 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.

## **8. INVOICES**

The Contractor, upon completion of the work ordered, shall submit invoices for products and/or 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.

## **9. PAYMENTS**

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003)) applies to labor-hour orders placed under this contract.

## **10. RESUMES**

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

## **11. 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.

## 12. 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.

## 13. DESCRIPTION OF AUTHENTICATION PRODUCTS, SERVICES AND PRICING

**\*\*NOTE TO CONTRACTORS:** The information provided below is designed to assist Contractors in providing complete descriptions and pricing information for the Authentication Products and Services offered. This language should NOT be printed as part of the Information Technology Schedule Pricelist; instead, Contractors should provide the same type of information as it relates to the products and services offered under the contract. \*\*

a. The Contractor shall provide a description of each type of Authentication Product and Service offered under Special Item Number 132-62. Authentication Products and Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. For services, 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 Authentication Products and Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices. The following is an example of the manner in which the description of a commercial job title should be presented:

**EXAMPLE:** Commercial Job Title:

### **System Engineer**

**Minimum/General Experience:** Three (3) years of technical experience which applies to systems analysis and design techniques for complex computer systems. Requires competence in all phases of systems analysis techniques, concepts and methods; also requires knowledge of available hardware, system software, input/output devices, structure and management practices.

**Functional Responsibility:** Guides users in formulating requirements, advises alternative approaches, and conducts feasibility studies.

**Minimum Education:** Bachelor's Degree in Computer Science For Special Item Number 132-62, HSPD-12 Product and Service Components: Bundled equipment pricing is requested for the following product components:

enrollment and registration products, PIV card management and production products, PIV card activation and finalization products. Seat pricing is requested for the following service components offered as managed services: enrollment and registration services, PIV card management and production services, PIV card activation and finalization services. Bundled equipment categories, managed service categories and the requirements for bundled equipment and managed service Qualification Requirements are presented at the website:

<http://www.idmanagement.gov> .-

## **4.IT Professional Services Price List For SIN 132-51**

<b>Labor Category</b>	<b>SIN 132-51</b>
<b>Program Manager</b>	<b>146.68</b>
<b>Project Manager</b>	<b>112.77</b>
<b>IT Strategic Planner/ Integration IT Strategist</b>	<b>150.03</b>
<b>Software Architect</b>	<b>141.00</b>
<b>Senior System Analyst</b>	<b>130.90</b>
<b>System Development Q/M Manager</b>	<b>127.49</b>
<b>Programmer</b>	<b>125.86</b>
<b>Database Administrator</b>	<b>61.92</b>
<b>System Analyst</b>	<b>80.65</b>
<b>IT Quality Assurance Analyst - Intermediate</b>	<b>78.54</b>
<b>System Application Design Engineer</b>	<b>143.42</b>
<b>System Design Engineer</b>	<b>142.98</b>
<b>Senior System Security and Network Engineer</b>	<b>130.9</b>
<b>Enterprise Architect</b>	<b>156.46</b>
<b>Engineer</b>	<b>98.67</b>
<b>Enterprise Engineer</b>	<b>105.24</b>
<b>Help Desk Support Services Specialist</b>	<b>65.05</b>
<b>Telecommunications Manager</b>	<b>340.33</b>
<b>Computer Aided Design (CAD) Specialist</b>	<b>55.38</b>
<b>IT Subject Matter Expert</b>	<b>139.42</b>
<b>IT Principle Specialist</b>	<b>139.96</b>
<b>Web Administrator</b>	<b>76.27</b>
<b>Sr. Technician</b>	<b>71.19</b>
<b>Technician</b>	<b>41.69</b>
<b>IT Quality Assurance Specialist</b>	<b>95.65</b>
<b>Technical Documentation Specialist</b>	<b>69.48</b>
<b>Documentation Specialist</b>	<b>55.38</b>
<b>Technical Writer</b>	<b>58.05</b>
<b>Procurement Specialist</b>	<b>53.36</b>
<b>Administrative Assistant</b>	<b>53.36</b>

## **5.IT Professional Labor Category Descriptions (SIN 132-51)**

### **Program Manager**

**Minimum/General Experience:** Ten years of experience related to the required service with at least seven years in the management of information technology systems. Specialized experience includes: substantial integration project development and management from inception to deployment, proven expertise in the management and control of funds and resources, demonstrated capability in managing multiple tasks in information technology support.

**Functional Responsibility:** Responsible for all phases of contract management, work flow, and resource management; and for the quality of the program and deliverables, timeliness, minimization of problems, risk assessment and program performance.

**Minimum Education Requirements:** A bachelor's degree from an accredited university or college is required.

## **Project Manager**

**Minimum/General Experience:** Eight years minimum business experience in the computer systems, communications or systems integration fields with at least four years minimum Project Management experience.

**Functional Responsibility:** Overall responsibility for company performance on specific programs or projects. Functions as the leader, manager, and coordinator of all contributing disciplines and resources in the completion of projects or management of the program. Engages in such activities as: assigning tasks; establishing and maintaining task schedules; maintaining liaison between appropriate engineering personnel and the customer to ensure effective coordination of all projects or program efforts; prepares and adheres to project cost and staffing plans; prepares plans, proposals, and briefings. Also provides management of contract negotiations and company representation with customers and subcontractors as required.

**Minimum Education:** A bachelor's degree from an accredited university or college is required.

## **IT Strategic Planner/IT Strategist**

**Minimum/General Experience:** Eight years of IT and/or strategic management consulting experience. Experience includes analyzing the technical and business trends of Information Technology in different technical areas such as platforms, networking, communications, Internet, E-Business, software technologies, hardware technologies, integration technologies, data storage systems, security solutions, IT Governance, etc. Evaluates products available in the market and industry and develops strategic IT plans for large-scale enterprises and aligns the IT strategy with the enterprise business strategy. Ability to conduct business assessment and analysis such as Risk Assessment, ROI Analysis, Cost-benefit Analysis and Total Cost of Ownership

**Functional Responsibility:** Defines the enterprise IT requirements, translates business requirements into corresponding IT requirements, analyzes the current state of the enterprise IT infrastructure from the strategic perspective, develops an IT vision for the enterprise, analyze and define the best practices, initiatives and drivers of IT use in the client's industry. Perform —Strategic Needs and Requirements Analysis of the enterprise IT infrastructure along with —Critical Success Factors of the strategic IT planning. Develop strategic plan and present to client.

**Minimum Education:** A bachelor's degree from an accredited university or college is required

## **Software Architect**

**Minimum/General Experience:** Requires 10 years experience with object oriented analysis and design and architecture work in multiple technology platforms designing working solutions. Responsibilities include participation in proposing new technical architectures and solutions to improve and enhance existing architectures; providing architectural services for new and existing projects; evaluating and testing emerging technologies/tools, and documenting essential steps to integrate tools to applications; designing and developing common application services for re-use across multiple project initiatives; system analysis, design, implementation, and documentation for various projects; defining and refining of lifecycle software application systems.

**Functional Responsibility:** Without supervision, perform difficult and complex software engineering assignments relative to the modification and/or development of software systems. Formulates and develops systems or subsystems architecture, requirements, and design documents. Performs software

algorithm development, design, coding, and documentation work of systems. Evaluates subcontractor software activities, so as to ensure compliance with software engineering standards.

**Minimum Education:** A bachelor's degree from an accredited university or college is required

### **Senior Systems Analyst**

**Minimum/General Experience:** Requires eight years of experience in identifying source business problems, devising procedures for the solution to these problems, and analysis, development and implementation of business solutions through the use of information technology.

**Functional Responsibility:** Work directly with management and end users to analyze and define business, system problems, requirements, and solutions. Develop system scope and objectives, develop software programs/systems, modify existing programs/ systems, define and execute system test plans, write documentation for programs and system changes.

**Minimum Education:** A bachelor's degree from an accredited university or college is required

### **System Development Q/M Manager**

**Minimum/General Experience:** Must have six years of experience in quality assurance and quality control, including three years of specialized experience in verification and validation, software testing and integration, software metrics, and their application to software quality assessment. **Functional Responsibility:** Must be capable of maintaining and establishing a process for evaluating software and associated documentation. Determines the resources required for quality control. Maintains the level of quality throughout the software life cycle. Develops software quality assurance plans. Conducts formal and informal reviews at predetermined points throughout the development life cycle.

**Minimum Education:** A bachelor's degree from an accredited university or college is required.  
Programmer

**Minimum/General Experience:** Must have eight years of IT experience, including at least four years of experience in programming.

**Functional Responsibility:** Develops code that is reliable, modifiable, efficient, understandable, and fault tolerant. Will code and test software based upon software specifications and designs. Provides full life cycle software process management and control throughout the coding portion of the software development process.

**Minimum Education:** A bachelor's degree from an accredited university or college is required

### **Database Administrator**

**Minimum/General Experience:** Requires three years specialized experience in designing, developing and administering data base projects and provides technical expertise in data base management systems (DBMS).

**Functional Responsibility:** Under general direction, designs, implements and maintains complex databases, access methods, access time, device allocation, validation checks, organization, protection and security, documentation and statistical methods. Includes maintenance of database dictionaries, overall monitoring of standards and procedures and integration of systems through database design. Competent to work in all phases of database management.

**Minimum Education:** A bachelor's degree from an accredited university or college is required.

## **Systems Analyst**

**Minimum/General Experience:** Performs systems analysis of computer and communications/network systems. Performs systems installation of computer operating systems, network, and applications software, and computer/network hardware. Provides hotline support to customers. Has ability to adapt to new situations and environments. Possesses keen troubleshooting skills. Requires five years experience in the field.

**Functional Responsibility:** Performs systems analysis of computer and networking systems. Provides overall integration of all systems peripherals so that they operate correctly within a predefined environment. Provides hotline support to customers. Develops technical documentation detailing the installation procedures.

**Minimum Education:** A bachelor's degree from an accredited university or college is required.

## **IT Quality Assurance Analyst – Intermediate**

**Minimum/General Experience:** Establishes and maintains a process for evaluating systems and associated documentation. Determines the resources required for quality control. Maintains the level of quality throughout the project life cycle. Requires three years of experience in the field.

**Functional Responsibility:** Conducts formal and informal reviews at pre-determined points throughout the development life cycle. Provides technical and administrative direction for personnel performing systems development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, review of program documentation to assure government standards/requirements are adhered to, and for progress in accordance with schedules. Coordinates with the Project 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:** An associate's degree from an accredited university or college is required.

## **System Application Design Engineer**

**Minimum/General Experience:** Eight years design and development of software products and applications. Good working knowledge and hands-on experience with key software platform architectures, web servers, application servers, and relational databases.

**Functional Responsibility:** The System Application Design Engineer will take direction from the Program Manager to satisfy the Customer's requirements. Performs medium to complex software engineering assignments, including design development, integration, unit and integration testing of software components, and systems and configuration management. Able to work independently with minimum supervision as well as in highly interactive teams. Conducts independent physical testing of systems and products involving quality assurance, safety and training.

**Minimum Education:** A bachelor's degree from an accredited university or college is required.

## **System Design Engineer**

**Minimum/General Experience:** Eight years experience in application engineering projects. Experience to include planning, design, integration and evaluation of hardware systems. Acquisition, evaluation and functional life cycle analysis knowledge required.

**Functional Responsibility:** The System Design Engineer will take direction from the Program Manager to satisfy the customer's technical, mechanical and process requirements performing system planning, conceptual development, system design and component integration as required to satisfy engineering or process changes. Conducts independent physical testing of systems and products involving quality assurance, safety and training. Prepares documentation for outsourcing of fabrications.

**Minimum Education:** A bachelor's degree from an accredited university or college is required

## **Sr. System Security and Network Engineer**

**Minimum/General Experience:** Must have eight years of experience with computer security systems, including four years of specialized experience in defining computer security requirements for high-level applications, evaluation of approved security product capabilities, and developing solutions to Multilevel Security (MLS) problems.

**Functional Responsibility:** Analyzes and defines security requirements for MLS issues. Designs, develops, engineers, and implements solutions to MLS requirements. Responsible for the implementation and development of the MLS. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Performs risk analyses, which also include risk assessment. Provides daily supervision and direction to staff.

**Minimum Education:** A bachelor's degree from an accredited university or college is required

## **Enterprise Architect**

**Minimum/General Experience:** At least eight years of experience successfully performing any combination of: software and systems engineering, network services, application conversion and implementation support, client/server migration, database planning and design, studies and analysis, independent verification and validation, systems analysis and design, test and evaluation design support, and systems integration in a large-scale enterprise.

**Functional Responsibility:** Develops technical solutions for large-scale enterprise system hardware, software, and complex system interfaces. Identifies technical standards. Develops system requirements and program specifications for complex technology solutions. Integrates state of the art technology for specialized functions with functional requirements to optimize solution for the customer.

**Minimum Education:** A bachelor's degree from an accredited university or college is required

## **Engineer**

**Minimum/General Experience:** Four years minimum experience in design, development, optimization or implementation of software, hardware and business systems. Previous experience in designing, implementing or operating network management systems that support Information Technology operations.

**Functional Responsibility:** Analyzes the client's Information Technology systems elements. Develops specific technical designs and recommended system configurations involving computer/terminal/network arrangements. Assists the sales team in preparing and presenting specific sales proposals.

**Minimum Education:** A bachelor's degree from an accredited university or college is required.

## Enterprise Engineer

**Minimum/General Experience:** Deploys enterprise-wide system management tools. Performs ongoing operation issues and has the capability to manage systems. Has a good understanding of complex, multi-platform information technology (IT) infrastructure operations, processes and tools. Deploy architected solution and ability to solve unanticipated complications in the field. Requires eight years of experience in the field.

**Functional Responsibility:** Deploy and document enterprise management solutions for complex heterogeneous IT environments. Integrate systems, network and help desk tools into an integrated IT solution. Provide hardware and software tool selection analysis and recommendations. Lead technical teams with diverse areas of specialization to implement multiple software management tools either sequentially or in parallel.

**Minimum Education:** A bachelor's degree from an accredited university or college is required.

## Help Desk Support Services Specialist

**Minimum/General Experience:** Must have seven years of experience in information systems development, network and/or other work in the client/server field, or related fields, including five years of specialized experience including management of help desks in a multiserver environment, comprehensive knowledge of PC operating systems, networking and mail standards, and supervision of help desk employees. Demonstrated ability to communicate orally and in writing and to have a positive customer service attitude.

**Functional Responsibility:** Under general supervision, provides support to end users for either PC, server, or mainframe applications and hardware. Provides phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed or deployed under this contract. The personnel serve as the first point-of-contact for troubleshooting hardware/software, PC, and printer problems.

**Minimum Education:** A bachelor's degree from an accredited university or college is required.

## Telecommunications Manager

**Minimum/General Experience:** Eight years of Telecommunications experience is required. Experience must include excellent communication skills for procurement and contract negotiations. Interpersonal and strong project management skills are also necessary.

**Functional Responsibility:** This position will analyze call center processes and systems, and recommend and implement new processes and systems. In addition to providing call center consulting, this position will be responsible for supporting, administering, troubleshooting, and implementing telephony hardware and software. Duties may also include evaluating business requirements, engineering solutions, and working closely with the application development teams.

**Minimum Education:** Bachelors Degree from an accredited university or college is required. . Knowledge of the following is important (includes programming and troubleshooting) - Nortel PBX Line, Meridian Mail, Call Pilot, MICB, BT Turrets, Voice Recorders, Cisco Routers (including VoIP), support for various audio and visual applications, i.e. Crestron, Synelec video wall, etc., ordering, implementing, and troubleshooting voice and data circuits up to the OC-12 level, coordination with telecom vendors on projects, Helpdesk support, Trade floor support, generating bi-weekly reports, extensive documentation of department info and procedures, managing an inbuilding voice/data wiring infrastructure, and travel to remote offices and conferences. Knowledge of Microsoft applications (Excel, Word, Outlook, and Frontpage) is also necessary.

## **Computer Aided Design (CAD) Specialist**

**Minimum/General Experience:** Must have knowledge of engineering practices and techniques and three years of experience in the field.

**Functional Responsibility:** Prepares design layouts using computer-aided design (CAD) equipment or standard hand-drafting techniques, and/or applies standard technical or engineering practices and techniques in support of engineering, networking, or telecommunication functions.

**Minimum Education:** An Associates degree, or CAD Specialist or drafting certification

## **IT Principle Specialist**

**Minimum/General Experience:** Five years of IT, business or other departmental/agency experience, of which four years must be in the IT field. Demonstrated ability to research, analyze, draft and deliver IT policies and procedures, written reports and oral presentations (briefings) in limited time. Excellent written and oral communications skills.

**Functional Responsibility:** Performs a variety of tasks associated with the assessment and implementation of IT strategies, including strategic planning, IT organizational assessment and development, IT policy and procedure development, technology implementation. Works closely with assigned Team Members in ensuring that focus is maintained on problem solution and task completion. Participates in program/in-process reviews with the Customer and the Team.

**Minimum Education:** A bachelor's degree from an accredited university or college is required.

## **IT Subject Matter Expert**

**Minimum/General Experience:** Seven years of experience in subject area. Expert in single or multiple technical disciplines. Provides Expert guidance and insight into specific information technologies and their application and independently performs a variety of system design and integration tasks where a specific subject matter expertise is necessary.

**Functional Responsibility:** Defines issues/problems through analysis of current situation, system, etc. Manages analyses, evaluations, and recommendations, develops requirements in subject area for implementation of solution, and assists in implementation planning of solutions. Subject Matter Areas include but are not limited to: IT architecture, networks, telecommunications, training, security, business process reengineering (BPR), enterprise engineering, risk mitigation, change management, communications, life-cycle management, and program management.

**Minimum Education:** A bachelor's degree from an accredited university or college is required.

## **Web Administrator**

**Minimum/General Experience:** Experience working independently in support of client requirements. Installs and configures WWW hardware; installs and implements WWW software; designs, develops, implements, and maintains Home/WEB pages tailored to client requirements.

**Functional Responsibility:** Utilize software such as software for future technological solutions and various WEB authoring tools. Monitor usage, pages browsed, time online; maintain currency with the Internet Service Provider's (ISPs) capabilities and performance by tracking downtime, and online

performance. Remain abreast of the latest developments in software, hardware, and services provided by the ISPs and recommends upgrades/alternatives to more effectively meet client requirements. Navigate databases; develop capabilities to prevent unauthorized intrusions; train users and prepare/edit system documentation.

**Minimum Education:** A bachelor's degree from an accredited university or college is required.

## **Senior Technician**

**Minimum/General Experience:** Seven years experience in the support of information technology systems. Expertise may include, but not be limited to, system, data communications, computer systems, and networks. Shall be familiar with installation and/or de-installation and other remedial/preventative issues.

**Functional Responsibility:** Provides the expertise to support information technology systems. Minimum Education: High School Diploma or G.E.D. and Technical School Certificate such as Security System and software installation or equivalent experience. Each additional year of college or training within a related field is equivalent to a year of experience required above.

## **Technician**

**Minimum/General Experience:** Five years experience in the support of information technology systems. Experience may include, but not be limited to, system, data communications, computer systems, and networks. Shall be familiar with installation and/or de-installation and other remedial/preventative issues.

**Functional Responsibility:** Provides the technical experience to support the design of complex electronicsystems.

**Minimum Education:** High School Diploma or G.E.D. and Technical School Certificate such as Security System and software installation or equivalent experience. Each additional year of college or training within a related field is equivalent to a year of experience required above.

## **IT Quality Assurance Specialist – Senior**

**Minimum/General Experience:** Must have four years of experience working with quality control methods and tools, including two years of specialized experience in software testing and integration, and a demonstrated knowledge of system and project life cycles.

**Functional Responsibility:** Must be capable of evaluating software and associated documentation. Participates in formal and informal reviews to determine quality. Participates in the development of software quality assurance plans. Examines and evaluates the Software Quality Assurance process and recommends enhancements and modifications. Develops quality standards.

**Minimum Education:** A bachelor's degree from an accredited university or college is required.

## **Technical Documentation Specialist**

**Minimum/General Experience:** Must have two years of experience in technical writing, and documentation experience pertaining to all aspects of ADP, including preparing technical documentation, including research for applicable standards.

**Functional Responsibility:** Gathers, analyzes, and composes technical information. Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable

documents to be used by technical and nontechnical personnel. For applications built to run in a Windows environment, uses the standard help compiler to prepare all on-line documentation.

**Minimum Education:** A bachelor's degree from an accredited university or college is required.

## **Documentation Specialist**

**Minimum/General Experience:** Must have two years of experience in writing and documentation experience, preparing technical documentation, including research for applicable standards. Experience using office automation tools.

**Functional Responsibility:** Collects, compiles, and evaluates information for development of project documentation; develops and revises documentation: reports, forms, plans, records, policies, regulations, agendas.

**Minimum Education:** High School Diploma or G.E.D. Certificate or equivalent experience. Each additional year of college or training within a related field is equivalent to a year of experience required above.

## **Technical Writer**

**Minimum/General Experience:** One-year experience in the preparation of written instructions, procedures, reports, minutes, hardware/software descriptions, and other technical documentation in accordance with applicable regulations and new releases of technical material. Experienced in applying word processing techniques to technical or scientific subject matter.

**Functional Responsibility:** Prepares written instructions, procedures, reports, minutes, hardware/software descriptions, and other technical documentation.

**Minimum Education:** High School Diploma or G.E.D. or Technical School Certificate or equivalent experience. Each additional year of college or training within a related field is equivalent to a year of experience required above.

## **Procurement Specialist**

**Minimum/General Experience:** This position typically requires Administrative/clerical experience of two years and one year of specialized experience in product control/procurement operations.

**Functional Description:** Performs various administrative and clerical duties necessary to support staff and business operations. Processes common receiving, purchasing, payroll, benefits, and other financial and accounting documents. Maintains business material support and manages inventories. Prepares requisitions, monitors ordered items, system status and cost control impact.

**Minimum Education:** High School Diploma or G.E.D. or Technical School Certificate or equivalent experience. Each additional year of college or training within a related field is equivalent to a year of experience required above.

## **Administrative Assistant**

**Minimum/General Experience:** Must have one year of experience working in an automated office environment. Specialized experience includes using office automation tools.

**Functional Responsibility:** Produces, maintains, and updates documents, reports, and correspondence utilizing a word processing system or computer word processing software. May develop processes to maintain, track, and distribute documents in support of engineers, analysts, specialists, or programmers. May support the selection of office automation hardware and software.

**Minimum Education:** High School Diploma or G.E.D. or Technical School Certificate or equivalent experience. Each additional year of college or training within a related field is equivalent to a year of experience required above.

**6.Price List for SIN 132-62**

<b>Labor Category</b>	<b>SIN 132-62</b>
Integration Program Manager	\$ 146.68
Integration Project Manager	\$ 112.77
Integration IT Strategic Planner/ Integration IT Strategist	\$ 150.03
Integration Software Architect	\$ 141.00
Integration Senior System Analyst	\$ 130.90
Integration System Development Q/M Manager	\$ 127.48
Integration Programmer	\$ 125.86
Integration Database Administrator	\$ 61.92
Integration System Analyst	\$ 80.68
Integration IT Quality Assurance Analyst - Intermediate	\$ 78.54
Integration System Application Design Engineer	\$ 143.54
Integration System Design Engineer	\$ 142.98
Integration Senior System Security and Network Engineer	\$ 130.90
Integration Enterprise Architect	\$ 156.46
Integration Engineer	\$ 98.67
Integration Enterprise Engineer	\$ 105.24
Integration Help Desk Support Services Specialist	\$ 65.05
Integration Telecommunications Manager	\$ 340.33
Integration Computer Aided Design (CAD) Specialist	\$ 55.38
Integration IT Subject Matter Expert	\$ 139.97
Integration Sr. Technician	\$ 71.20
Integration Technician	\$ 41.69
Integration Technical Documentation Specialist	\$ 69.48
Integration Documentation Specialist	\$ 55.38
Integration Technical Writer	\$ 58.05
Integration Procurement Specialist	\$ 53.37
Integration Administrative Assistant	\$ 53.37

**7.DESCRPTION OF SERVICES (SIN 132-62)**

**Program Manager (SIN-132-62)**

**Minimum/General Experience:** Ten years of experience related to the required service with at least seven years in the management of information technology systems. Specialized experience includes: substantial integration project development and management from inception to deployment, proven expertise in the management and control of funds and resources, demonstrated capability in managing multiple tasks in information technology support.

**Functional Responsibility:** Responsible for all phases of contract management, work flow, and resource management; and for the quality of the program and deliverables, timeliness, minimization of problems, risk assessment and program performance.

**Minimum Education Requirements:** A bachelor's degree from an accredited university or college is required.

### **Project Manager (SIN-132-62)**

**Minimum/General Experience:** Eight years minimum business experience in the computer systems, communications or systems integration fields with at least four years minimum Project Management experience.

**Functional Responsibility:** Overall responsibility for company performance on specific programs or projects. Functions as the leader, manager, and coordinator of all contributing disciplines and resources in the completion of projects or management of the program. Engages in such activities as: assigning tasks; establishing and maintaining task schedules; maintaining liaison between appropriate engineering personnel and the customer to ensure effective coordination of all projects or program efforts; prepares and adheres to project cost and staffing plans; prepares plans, proposals, and briefings. Also provides management of contract negotiations and company representation with customers and subcontractors as required.

**Minimum Education:** A bachelor's degree from an accredited university or college is required

### **IT Strategic Planner/IT Strategist (SIN-132-62)**

**Minimum/General Experience:** Eight years of IT and/or strategic management consulting experience. Experience includes analyzing the technical and business trends of Information Technology in different technical areas such as platforms, networking, communications, Internet, E-Business, software technologies, hardware technologies, integration technologies, data storage systems, security solutions, IT Governance, etc. Evaluates products available in the market and industry and develops strategic IT plans for large-scale enterprises and aligns the IT strategy with the enterprise business strategy. Ability to conduct business assessment and analysis such as Risk Assessment, ROI Analysis, Cost-benefit Analysis and Total Cost of Ownership

**Functional Responsibility:** Defines the enterprise IT requirements, translates business requirements into corresponding IT requirements, analyzes the current state of the enterprise IT infrastructure from the strategic perspective, develops an IT vision for the enterprise, analyze and define the best practices, initiatives and drivers of IT use in the client's industry. Perform —Strategic Needs and Requirements AnalysisII of the enterprise IT infrastructure along with —Critical Success FactorsII of the strategic IT planning. Develop strategic plan and present to client.

**Minimum Education:** A bachelor's degree from an accredited university or college is required

### **Software Architect (SIN-132-62)**

**Minimum/General Experience:** Requires 10 years' experience with object oriented analysis and design and architecture work in multiple technology platforms designing working solutions. Responsibilities include participation in proposing new technical architectures and solutions to improve and enhance existing architectures; providing architectural services for new and existing projects; evaluating and testing emerging technologies/tools, and documenting essential steps to integrate tools to applications; designing and developing common application services for re-use across multiple project initiatives; system analysis, design, implementation, and documentation for various projects; defining and refining of lifecycle software application systems.

**Functional Responsibility:** Without supervision, perform difficult and complex software engineering assignments relative to the modification and/or development of software systems. Formulates and develops systems or subsystems architecture, requirements, and design documents. Performs software algorithm development, design, coding, and documentation work of systems. Evaluates subcontractor software activities, so as to ensure compliance with software engineering standards. Minimum Education: A bachelor's degree from an accredited university or college is required

### **Senior Systems Analyst (SIN-132-62)**

**Minimum/General Experience:** Requires eight years of experience in identifying source business problems, devising procedures for the solution to these problems, and analysis, development and implementation of business solutions through the use of information technology.

**Functional Responsibility:** Work directly with management and end users to analyze and define business, system problems, requirements, and solutions. Develop system scope and objectives, develop software programs/systems, modify existing programs/ systems, define and execute system test plans, write documentation for programs and system changes. Establishes functional and technical specifications and standards, solves hardware/software interface problems, defines input/output parameters and ensures integration of the entire system or subsystem.

**Minimum Education:** A bachelor's degree from an accredited university or college is required

### **System Development Q/M Manager (SIN-132-62)**

**Minimum/General Experience:** Must have six years of experience in quality assurance and quality control, including three years of specialized experience in verification and validation, software testing and integration, software metrics, and their application to software quality assessment.

**Functional Responsibility:** Must be capable of maintaining and establishing a process for evaluating software and associated documentation. Determines the resources required for quality control. Maintains the level of quality throughout the software life cycle. Develops software quality assurance plans. Conducts formal and informal reviews at predetermined points throughout the development life cycle. Minimum Education: A bachelor's degree from an accredited university or college is required. Programmer (SIN-132-62) Minimum/General Experience: Must have eight years of IT experience, including at least four years of experience in programming.

**Functional Responsibility:** Perform, lead, and coordinate activities in such technical/functional areas as: requirements analysis, software design, database design, software development, software integration, software documentation, system test, evaluation, user training and other technically related tasks. Develops code that is reliable, modifiable, efficient, understandable, and fault tolerant. Will code and test software based upon software specifications and designs. Provides full life cycle software process management and control throughout the coding portion of the software development process.

**Minimum Education:** A bachelor's degree from an accredited university or college is required

### **Database Administrator (SIN-132-62)**

**Minimum/General Experience:** Requires three years specialized experience in designing, developing and administering data base projects and provides technical expertise in data base management systems (DBMS).

**Functional Responsibility:** Under general direction, designs, implements and maintains complex databases, access methods, access time, device allocation, validation checks, organization, protection and security, documentation and statistical methods. Includes maintenance of database dictionaries, overall monitoring of standards and procedures and integration of systems through database design. Competent to work in all phases of database management. Minimum Education: A bachelor's degree from an accredited university or college is required.

### **Systems Analyst (SIN-132-62)**

**Minimum/General Experience:** Performs systems analysis of computer and communications/network systems. Performs systems installation of computer operating systems, network, and applications software, and computer/network hardware. Provides hotline support to customers. Has ability to adapt to new situations and environments. Possesses keen troubleshooting skills. Requires five years' experience in the field.

**Functional Responsibility:** Performs systems analysis of computer and networking systems. Provides overall integration of all systems peripherals so that they operate correctly within a predefined environment. Provides hotline support to customers. Develops technical documentation detailing the installation procedures.

**Minimum Education:** A bachelor's degree from an accredited university or college is required.

### **IT Quality Assurance Analyst - Intermediate (SIN-132-62)**

**Minimum/General Experience:** Establishes and maintains a process for evaluating systems and associated documentation. Determines the resources required for quality control. Maintains the level of quality throughout the project life cycle. Requires three years of experience in the field.

**Functional Responsibility:** Conducts formal and informal reviews at pre-determined points throughout the development life cycle. Provides technical and administrative direction for personnel performing systems development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, review of program documentation to assure government standards/requirements are adhered to, and for progress in accordance with schedules. Coordinates with the Project 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:** An associate's degree from an accredited university or college is required.

### **System Application Design Engineer (SIN-132-62)**

**Minimum/General Experience:** Eight years design and development of software products and applications. Good working knowledge and hands-on experience with key software platform architectures, web servers, application servers, and relational databases.

**Functional Responsibility:** The System Application Design Engineer will take direction from the Program Manager to satisfy the Customer's requirements. Performs medium to complex software engineering assignments, including design development, integration, unit and integration testing of software components, and systems and configuration management. Able to work independently with minimum supervision as well as in highly interactive teams.

Conducts independent physical testing of systems and products involving quality assurance, safety and training.

**Minimum Education:** A bachelor's degree from an accredited university or college is required.

### **System Design Engineer (SIN-132-62)**

**Minimum/General Experience:** Eight years' experience in application engineering projects. Experience to include planning, design, integration and evaluation of hardware systems. Acquisition, evaluation and functional life cycle analysis knowledge required.

**Functional Responsibility:** The System Design Engineer will take direction from the Program Manager to satisfy the customer's technical, mechanical and process requirements performing system planning, conceptual development, and system design and component integration as required to satisfy engineering or process changes. Conducts independent physical testing of systems and products involving quality assurance, safety and training. Prepares documentation for outsourcing of fabrications.

**Minimum Education:** A bachelor's degree from an accredited university or college is required

### **Sr. System Security and Network Engineer (SIN-132-62)**

**Minimum/General Experience:** Must have eight years of experience with computer security systems, including four years of specialized experience in defining computer security requirements for high-level applications, evaluation of approved security product capabilities, and developing solutions to Multilevel Security (MLS) problems.

**Functional Responsibility:** Analyzes and defines security requirements for MLS issues. Designs, develops, engineers, and implements solutions to MLS requirements. Responsible for the implementation and development of the MLS. Ability to use a variety of security techniques, technologies, and tools to design, develop, and implement security solutions into highly sensitive computer systems and networks. Responsible for integration and implementation of the computer system security solution. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Performs risk analyses, which also include risk assessment. Provides daily supervision and direction to staff.

**Minimum Education:** A bachelor's degree from an accredited university or college is required

### **Enterprise Architect (SIN-132-62)**

**Minimum/General Experience:** At least eight years of experience successfully performing any combination of: software and systems engineering, network services, application conversion and implementation support, client/server migration, database planning and design, studies and

analysis, independent verification and validation, systems analysis and design, test and evaluation design support, and systems integration in a large-scale enterprise.

**Functional Responsibility:** Develops technical solutions for large-scale enterprise system hardware, software, and complex system interfaces. Identifies technical standards. Develops system requirements and program specifications for complex technology solutions. Integrates state of the art technology for specialized functions with functional requirements to optimize solution for the customer.

**Minimum Education:** A bachelor's degree from an accredited university or college is required

### **Engineer (SIN-132-62)**

**Minimum/General Experience:** Four years minimum experience in design, development, integration, optimization or implementation of software, hardware and business systems. Previous experience in designing, implementing or operating network management systems that support Information Technology operations.

**Functional Responsibility:** Demonstrated ability to implement computer systems in a phased approach of requirements analysis and conceptual design, site survey, system design review, critical design review, installation, integration, and testing with minimal oversight. Demonstrated ability to analyze existing systems and define, design and develop new integrated system requirements. Determines system specifications, input/ output processes and working parameters for hardware/software compatibility. Able to perform requirements analysis for a wide range of users in areas of office automation. Coordinates design of subsystems and integration of total system. Identifies, analyzes and resolves program support deficiencies.

**Minimum Education:** A bachelor's degree from an accredited university or college is required.

### **Enterprise Engineer (SIN-132-62)**

**Minimum/General Experience:** Deploys enterprise-wide system management tools. Performs ongoing operation issues and has the capability to manage systems. Has a good understanding of complex, multi-platform information technology (IT) infrastructure operations, processes and tools. Deploy architected solution and ability to solve unanticipated complications in the field. Requires eight years of experience in the field.

**Functional Responsibility:** Deploy and document enterprise management solutions for complex heterogeneous IT environments. Integrate systems, network and help desk tools into an integrated IT solution. Provide hardware and software tool selection analysis and recommendations. Lead technical teams with diverse areas of specialization to implement multiple software management tools either sequentially or in parallel.

**Minimum Education:** A bachelor's degree from an accredited university or college is required.

### **Help Desk Support Services Specialist (SIN-132-62)**

**Minimum/General Experience:** Must have seven years of experience in information systems development, network and/or other work in the client/server field, or related fields, including five years of specialized experience including management of help desks in a multiserver environment, comprehensive knowledge of PC operating systems, networking and mail standards, and supervision of help desk employees. Demonstrated ability to communicate orally and in writing and to have a positive customer service attitude.

**Functional Responsibility:** Under general supervision, provides support to end users for either PC, server, or mainframe applications and hardware. Provides phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed or deployed under this contract. The personnel serve as the first point-of-contact for troubleshooting hardware/software, PC, and printer problems.

**Minimum Education:** A bachelor's degree from an accredited university or college is required.

### **Telecommunications Manager (SIN-132-62)**

**Minimum/General Experience:** Eight years of Telecommunications experience is required. Experience must include excellent communication skills for procurement and contract negotiations. Interpersonal and strong project management skills are also necessary.

**Functional Responsibility:** This position will be responsible for supporting, administering, troubleshooting, and implementing telephony hardware and software and integrating enterprise systems. Duties may also include evaluating business requirements, engineering solutions, and working closely with the application development teams.

**Minimum Education:** Bachelor's Degree from an accredited university or college is required. . Knowledge of several of the following is important (includes programming and troubleshooting) - Nortel PBX Line, Meridian Mail, Call Pilot, MICB, BT Turrets, Voice Recorders, Cisco Routers (Including VoIP), support for various audio and visual applications, ordering, implementing, and troubleshooting voice and data circuits, coordination with telecom vendors on projects, managing an in-building voice/data wiring infrastructure. Knowledge of Microsoft applications (Excel, Word, Outlook, and FrontPage) is also necessary.

### **Computer Aided Design (CAD) Specialist (SIN-132-62)**

**Minimum/General Experience:** Must have knowledge of engineering practices and techniques and three years of experience in the field.

**Functional Responsibility:** Prepares design layouts using computer-aided design (CAD) equipment or standard hand-drafting techniques, and/or applies standard technical or

engineering practices and techniques in support of engineering, networking, or telecommunication functions.

**Minimum Education:** An Associate's degree, or CAD Specialist or drafting certification

### **IT Subject Matter Expert (SIN-132-62)**

**Minimum/General Experience:** Seven years of experience in subject area. Expert in single or multiple technical disciplines. Provides Expert guidance and insight into specific information technologies and their application and independently performs a variety of system design and integration tasks where a specific subject matter expertise is necessary.

**Functional Responsibility:** Defines issues/problems through analysis of current situation, system, etc. Manages analyses, evaluations, and recommendations, develops requirements in subject area for implementation of solution, and assists in implementation planning of solutions. Subject

Matter Areas include but are not limited to: IT architecture, networks, telecommunications, training, security, business process reengineering (BPR), enterprise engineering, risk mitigation, change management, communications, life-cycle management, and program management.

**Minimum Education:** A bachelor's degree from an accredited university or college is required.

### **Senior Technician (SIN-132-62)**

**Minimum/General Experience:** Seven years' experience in the support of information technology systems. Expertise may include, but not be limited to, system, data communications, computer systems, and networks. Shall be familiar with installation and/or de-installation and other remedial/preventative issues.

**Functional Responsibility:** Provides the expertise to support complex information technology and/or electronic systems.

**Minimum Education:** High School Diploma or G.E.D. and Technical School Certificate such as Security System and software installation or equivalent experience. Each additional year of college or training within a related field is equivalent to a year of experience required above.

### **Technician (SIN-132-62)**

**Minimum/General Experience:** Five years' experience in the support of information technology systems. Experience may include, but not be limited to, system, data communications, computer systems, and networks. Shall be familiar with installation and/or de-installation and other remedial/preventative issues.

**Functional Responsibility:** Provides the technical experience to support the design of complex information technology and/or electronic systems.

**Minimum Education:** High School Diploma or G.E.D. and Technical School Certificate such as Security System and software installation or equivalent experience. Each additional year of college or training within a related field is equivalent to a year of experience required above.

#### **Technical Documentation Specialist (SIN-132-62)**

**Minimum/General Experience:** Must have two years of experience in technical writing, and documentation experience pertaining to all aspects of IT, including preparing technical documentation, including research for applicable standards.

**Functional Responsibility:** Gathers, analyzes, and composes technical information. Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents to be used by technical and nontechnical personnel. For applications built to run in a Windows environment, uses the standard help compiler to prepare all on-line documentation.

**Minimum Education:** A bachelor's degree from an accredited university or college is required.

#### **Documentation Specialist (SIN-132-62)**

**Minimum/General Experience:** Must have two years of experience in writing and documentation experience, preparing technical documentation, including research for applicable standards. Experience using office automation tools.

**Functional Responsibility:** Collects, compiles, and evaluates information for development of project documentation; develops and revises documentation: reports, forms, plans, records, policies, regulations, agendas.

**Minimum Education:** High School Diploma or G.E.D. Certificate or equivalent experience. Each additional year of college or training within a related field is equivalent to a year of experience required above.

#### **Technical Writer (SIN-132-62)**

**Minimum/General Experience:** One-year experience in the preparation of written instructions, procedures, reports, minutes, hardware/software descriptions, and other technical documentation in accordance with applicable regulations and new releases of technical material. Experienced in applying word processing techniques to technical or scientific subject matter.

**Functional Responsibility:** Prepares written instructions, procedures, reports, minutes, hardware/software descriptions, and other technical documentation. Is proficient with one or more word processors, graphical passages, and spreadsheets and integrates the output of

various automation tools into a professional looking, technically and grammatically correct document.

**Minimum Education:** High School Diploma or G.E.D. or Technical School Certificate or equivalent experience. Each additional year of college or training within a related field is equivalent to a year of experience required above.

#### **Procurement Specialist (SIN-132-62)**

**Minimum/General Experience:** This position typically requires Administrative/clerical experience of two years and one year of specialized experience in product control/procurement operations.

**Functional Description:** Performs various administrative and clerical duties necessary to support staff and business operations. Processes common receiving, purchasing, payroll, benefits, and other financial and accounting documents. Maintains business material support and manages inventories. Prepares requisitions, monitors ordered items, system status and cost control impact.

**Minimum Education:** High School Diploma or G.E.D. or Technical School Certificate or equivalent experience. Each additional year of college or training within a related field is equivalent to a year of experience required above.

#### **Administrative Assistant (SIN-132-62)**

**Minimum/General Experience:** Must have one year of experience working in an automated office environment. Specialized experience includes using office automation tools.

**Functional Responsibility:** Produces, maintains, and updates documents, reports, and correspondence utilizing a word processing system or computer word processing software. May develop processes to maintain, track, and distribute documents in support of engineers, analysts, specialists, or programmers. May support the selection of office automation hardware and software.

**Minimum Education:** High School Diploma or G.E.D. or Technical School Certificate or equivalent experience. Each additional year of college or training within a related field is equivalent to a year of experience required above.

## 8. BLANKET PURCHASE AGREEMENTS (BPAs) & CONTRACTOR TEAM ARRANGEMENTS

### USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS PREAMBLE

CRI 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 womenowned small businesses to promote and increase their participation in ordering activity contracts.

To accelerate potential opportunities please contact Eric Schneider, 703-245-4120, FAX: 703-356-4860. [eschneider@cri-solutions.com](mailto:eschneider@cri-solutions.com).

**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 \*SPECIAL BPA DISCOUNT/PRICE

(2) Delivery:

DESTINATION DELIVERY SCHEDULES / DATES

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

(4 ) This BPA does not obligate any funds.

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

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

**OFFICE POINT OF CONTACT**

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

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

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