

SANAMETRIX

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

Sanametrix, Inc. is an 8(a) certified small disadvantaged business headquartered in the heart of Washington, DC. Our three core service offerings in the areas of custom software application development, network engineering and program support are targeted to the unique needs of Federal Inspector General's offices and other federal agencies. The synergy of Sanametrix's commitment to service and unparalleled dedication to supporting federal agencies creates an offering unequalled in firms of any size.

SPECIAL ITEM NUMBER 511210 – SOFTWARE LICENSES

SPECIAL ITEM NUMBER 54151 – SOFTWARE MAINTENANCE SERVICES

SPECIAL ITEM NUMBER 5415S – INFORMATION TECHNOLOGY PROFESSIONAL SERVICES

SPECIAL ITEM NUMBER OLM – ORDER-LEVEL MATERIAL (OLM)

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Contract Number: **GS-35F-0329Y**

Period Covered by Contract: **April 6, 2017 – April 5, 2022**

General Services Administration
Federal Acquisition Service

Pricelist current through Modification # (Original), dated _____.

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

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IGCentrix is an integrated system which seamlessly connects Hotline, Investigation Case Management, and Legal Services applications into one powerful business operations tool. From a technical standpoint, IGCentrix is a Microsoft .NET interface and application layer with a SQL Server data repository. This core architecture was chosen so that the OIG community would have a flexible and cost effective solution for these mission critical applications. The following describes key information for each component of the system and then provides a description of how everything integrates together to form the core system... 15	
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USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS 23

INFORMATION FOR ORDERING ACTIVITIES APPLICABLE TO ALL SPECIAL ITEM NUMBERS

SPECIAL NOTICE TO AGENCIES: Small Business Participation

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

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

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

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

1. GEOGRAPHIC SCOPE OF CONTRACT:

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

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

Offerors are requested to check one of the following boxes:

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

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

2. CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION:

Contractor must accept the credit card for payments equal to or less than the micro-purchase for oral or written orders under this contract. The Contractor and the ordering agency may agree to use the credit card for dollar amounts over the micro-purchase threshold (See GSAR 552.232-79 Payment by Credit Card). In addition, bank account information for wire transfer payments will be shown on the invoice.

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

540-226-9488 (Fax: 202-521-3530)

3. LIABILITY FOR INJURY OR DAMAGE

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

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

Block 9: G. Order/Modification Under Federal Schedule Contract
Block 16: Data Universal Numbering System (DUNS) Number: 122841567
Block 30: Type of Contractor: A. Small Disadvantaged Business
Block 31: Woman-Owned Small Business - No
Block 37: Contractor's Taxpayer Identification Number (TIN): 54-1988041
Block 40: Veteran Owned Small Business (VOSB): No

- 4a. CAGE Code: 3F1V3
- 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)
<u>132-32,132-51</u>	<u>As negotiated between Sanametrix and ordering agency.</u>
_____	_____ Days

- 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: Net 30 days
- b. Quantity: NONE
- c. Dollar Volume: NONE
- d. Government Educational Institutions: NONE
- 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.

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 132-32 – Term Software Licenses

12. **ORDERING PROCEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS**

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

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

b. FAR 8.405-2 Ordering procedures for services requiring a statement of work.

13. **FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS REQUIREMENTS**

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

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

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

14. **CONTRACTOR TASKS / SPECIAL REQUIREMENTS (C-FSS-370) (NOV 2003)**

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

- (b) Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. Travel in performance of a task order will only be reimbursable to the extent authorized by the ordering agency. The Industrial Funding Fee does NOT apply to travel and per diem charges.
- (c) Certifications, Licenses and Accreditations: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.
- (d) Insurance: As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.
- (e) Personnel: The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.
- (f) Organizational Conflicts of Interest: Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.
- (g) Documentation/Standards: The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.
- (h) Data/Deliverable Requirements: Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.
- (i) Government-Furnished Property: As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.
- (j) Availability of Funds: Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.
- (k) Overtime: For professional services, the labor rates in the Schedule should not vary by virtue of the Contractor having worked overtime. For services applicable to the Service Contract Act (as identified in the Schedule), the labor rates in the Schedule will vary as governed by labor laws (usually assessed a time and a half of the labor rate).

15. CONTRACT ADMINISTRATION FOR ORDERING ACTIVITIES

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

16. GSA ADVANTAGE!

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

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

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

17. PURCHASE OF OPEN MARKET ITEMS

NOTE: Open Market Items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Supply Schedule contract. Ordering Activities procuring open market items must follow FAR 8.402(f).

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

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

18. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS

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

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

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

c. The maintenance/repair service provided is the standard commercial terms and conditions for the type of products and/or services awarded.

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:

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 or 132-9.

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.sanametrix.com

The EIT standard can be found at: www.Section508.gov/.

24. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES.

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

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

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

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

- (a) The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.
- (b) Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective—
- (1) For such period as the laws of the State in which this contract is to be performed prescribe; or
 - (2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.
- (c) The Contractor shall insert the substance of this clause, including this paragraph (c), in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and maintain the insurance required in the Schedule or elsewhere in the contract. The Contractor shall maintain a copy of all subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.

26. **SOFTWARE INTEROPERABILITY.**

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

27. **ADVANCE PAYMENTS**

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

TERMS AND CONDITIONS APPLICABLE TO TERM SOFTWARE LICENSES (SPECIAL ITEM NUMBER 132-32), PERPETUAL SOFTWARE LICENSES

1. INSPECTION/ACCEPTANCE

The Contractor shall only tender for acceptance those items that conform to the requirements of this contract. The ordering activity reserves the right to inspect or test any software that has been tendered for acceptance. The ordering activity may require repair or replacement of nonconforming software at no increase in contract price. The ordering activity must exercise its post acceptance rights (1) within a reasonable time after the defect was discovered or should have been discovered; and (2) before any substantial change occurs in the condition of the software, unless the change is due to the defect in the software.

2. GUARANTEE/WARRANTY

a. Unless specified otherwise in this contract, the Contractor's standard commercial guarantee/warranty as stated in the contract's commercial pricelist will apply to this contract.

Commercial Warranty:

- SANAMETRIX warrants to the Customer that it has the right to license the SANAMETRIX Software to the Customer as contemplated herein.
- SANAMETRIX warrants that the delivered software will function in accordance with the specifications described in the Exhibits that form part of this Agreement.
- In the event of malfunction of the SANAMETRIX Software, provided that the Customer promptly notifies SANAMETRIX hereof, SANAMETRIX will use all commercially reasonable efforts to correct any fault occurring in the SANAMETRIX Software, other than faults caused by the intentional or negligent acts of the Customer or the Customer's employees or independent contractors, or by the malfunction of the Customer's equipment, or Customer Materials.

THE ABOVE WARRANTIES ARE IN LIEU OF ALL OTHER WARRANTIES EXPRESS OR IMPLIED, AND SANAMETRIX EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES WITH RESPECT TO THE SANAMETRIX DELIVERABLES INCLUDING, WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT AND TITLE AND ANY WARRANTIES ARISING FROM A COURSE OF DEALING, USAGE OR TRADE PRACTICE. SANAMETRIX DOES NOT WARRANT THAT THE FUNCTIONS CONTAINED IN THE SANAMETRIX SOFTWARE WILL MEET CUSTOMER REQUIREMENTS OR THAT THE OPERATION OF THE SANAMETRIX SOFTWARE WILL BE UNINTERRUPTED OR ERROR FREE. THE ENTIRE RISK AS TO THE QUALITY AND PERFORMANCE OF THE SANAMETRIX SOFTWARE IS WITH CUSTOMER. THE REMEDIES PROVIDED FOR IN THIS AGREEMENT ARE THE CUSTOMER'S SOLE AND EXCLUSIVE REMEDIES.

b. The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract.

c. Limitation of Liability. Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted items.

3. TECHNICAL SERVICES

As part of the maintenance agreement the Contractor will provide, without additional charge to the ordering activity, a hot line technical support number for the purpose of providing user assistance and guidance in the implementation of the software. The technical support number is available from 08:00 am EST to 05:00 pm PST.

4. SOFTWARE MAINTENANCE

a. **Software maintenance as it is defined: (select software maintenance type) :**

1. Software Maintenance as a Product (SIN 132-32 or SIN 132-33) Software maintenance as a product includes the publishing of bug/defect fixes via patches and

updates/upgrades in function and technology to maintain the operability and usability of the software product. It may also include other no charge support that are included in the purchase price of the product in the commercial marketplace. No charge support includes items such as user blogs, discussion forums, on-line help libraries and FAQs (Frequently Asked Questions), hosted chat rooms, and limited telephone, email and/or web-based general technical support for user's self diagnostics. Software maintenance as a product does NOT include the creation, design, implementation, integration, etc. of a software package. These examples are considered software maintenance as a service. Software Maintenance as a product is billed at the time of purchase.

2. Software Maintenance as a Service (SIN 132-34) Software maintenance as a service creates, designs, implements, and/or integrates customized changes to software that solve one or more problems and is not included with the price of the software. Software maintenance as a service includes person-to-person communications regardless of the medium used to communicate: telephone support, on-line technical support, customized support, and/or technical expertise which are charged commercially. Software maintenance as a service is billed arrears in accordance with 31 U.S.C. 3324. Software maintenance as a service is billed in arrears in accordance with 31 U.S.C. 3324.

- c. Invoices for maintenance service shall be submitted by the Contractor on a quarterly or monthly basis, after the completion of such period. Maintenance charges must be paid in arrears (31 U.S.C. 3324). PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.

5. PERIODS OF TERM LICENSES (SIN 132-32)

- a. The Contractor shall honor orders for periods for the duration of the contract period or a lesser period of time.
- b. Term licenses and/or maintenance may be discontinued by the ordering activity on thirty (30) calendar days written notice to the Contractor.
- c. Annual Funding. When annually appropriated funds are cited on an order for term licenses and/or maintenance, the period of the term licenses and/or maintenance shall automatically expire on September 30 of the contract period, or at the end of the contract period, whichever occurs first. Renewal of the term licenses and/or maintenance orders citing the new appropriation shall be required, if the term licenses and/or maintenance is to be continued during any remainder of the contract period.
- d. Cross-Year Funding Within Contract Period. Where an ordering activity's specific appropriation authority provides for funds in excess of a 12 month (fiscal year) period, the ordering activity may place an order under this schedule contract for a period up to the expiration of the contract period, notwithstanding the intervening fiscal years.
- e. Ordering activities should notify the Contractor in writing thirty (30) calendar days prior to the expiration of an order, if the term licenses and/or maintenance is to be terminated at that time. Orders for the continuation of term licenses and/or maintenance will be required if the term licenses and/or maintenance is to be continued during the subsequent period.

6. CONVERSION FROM TERM LICENSE TO PERPETUAL LICENSE

- a. The ordering activity may convert term licenses to perpetual licenses for any or all software at any time following acceptance of software. At the request of the ordering activity the Contractor shall furnish, within ten (10) calendar days, for each software product that is contemplated for conversion, the total amount of conversion credits which have accrued while the software was on a term license and the date of the last update or enhancement.
- b. Conversion credits which are provided shall, within the limits specified, continue to accrue from one contract period to the next, provided the software remains on a term license within the ordering activity.
- c. The term license for each software product shall be discontinued on the day immediately preceding the effective date of conversion from a term license to a perpetual license.
- d. The price the ordering activity shall pay will be the perpetual license price that prevailed at the time such software was initially ordered under a term license, or the perpetual license price prevailing at the time of conversion from a term license to a perpetual license, whichever is the less, minus an amount equal to N/A% of all term license payments during the period that the software was under a term license within the ordering activity.

7. TERM LICENSE CESSATION

- a. After a software product has been on a continuous term license for a period of N/A * months, a fully paid-up, non-exclusive, perpetual license for the software product shall automatically accrue to the ordering activity. The period of continuous term license for automatic accrual of a fully paid-up perpetual license does not have to be achieved during a particular fiscal year; it is a written Contractor commitment which continues to be available for software that is initially ordered under this contract, until a fully paid-up perpetual license accrues to the ordering activity. However, should the term license of the software be discontinued before the specified period of the continuous term license has been satisfied, the perpetual license accrual shall be forfeited.
- b. The Contractor agrees to provide updates and maintenance service for the software after a perpetual license has accrued, at the prices and terms of Special Item Number 132-34, if the licensee elects to order such services. Title to the software shall remain with the Contractor.

8. UTILIZATION LIMITATIONS - (SIN 132-32)

- a. Software acquisition is limited to commercial computer software defined in FAR Part 2.101.
- b. When acquired by the ordering activity, commercial computer software and related documentation so legend shall be subject to the following:

- (1) Title to and ownership of the software and documentation shall remain with the Contractor, unless otherwise specified.
- (2) Software licenses are by site and by ordering activity. An ordering activity is defined as a cabinet level or independent ordering activity. The software may be used by any subdivision of the ordering activity (service, bureau, division, command, etc.) that has access to the site the software is placed at, even if the subdivision did not participate in the acquisition of the software. Further, the software may be used on a sharing basis where multiple agencies have joint projects that can be satisfied by the use of the software placed at one ordering activity's site. This would allow other agencies access to one ordering activity's database. For ordering activity public domain databases, user agencies and third parties may use the computer program to enter, retrieve, analyze and present data. The user ordering activity will take appropriate action by instruction, agreement, or otherwise, to protect the Contractor's proprietary property with any third parties that are permitted access to the computer programs and documentation in connection with the user ordering activity's permitted use of the computer programs and documentation. For purposes of this section, all such permitted third parties shall be deemed agents of the user ordering activity.
- (3) Except as is provided in paragraph 8.b(2) above, the ordering activity shall not provide or otherwise make available the software or documentation, or any portion thereof, in any form, to any third party without the prior written approval of the Contractor. Third parties do not include prime Contractors, subcontractors and agents of the ordering activity who have the ordering activity's permission to use the licensed software and documentation at the facility, and who have agreed to use the licensed software and documentation only in accordance with these restrictions. This provision does not limit the right of the ordering activity to use software, documentation, or information therein, which the ordering activity may already have or obtains without restrictions.
- (4) The ordering activity shall have the right to use the computer software and documentation with the computer for which it is acquired at any other facility to which that computer may be transferred, or in cases of Disaster Recovery, the ordering activity has the right to transfer the software to another site if the ordering activity site for which it is acquired is deemed to be unsafe for ordering activity personnel; to use the computer software and documentation with a backup computer when the primary computer is inoperative; to copy computer programs for safekeeping (archives) or backup purposes; to transfer a copy of the software to another site for purposes of benchmarking new hardware and/or software; and to modify the software and documentation or combine it with other software, provided that the unmodified portions shall remain subject to these restrictions.
- (5) "Commercial Computer Software" may be marked with the Contractor's standard commercial restricted rights legend, but the schedule contract and schedule pricelist, including this clause, "Utilization Limitations" are the only governing terms and conditions, and shall take precedence and supersede any different or additional terms and conditions included in the standard commercial legend.

9. SOFTWARE CONVERSIONS - (SIN 132-32)

Full monetary credit will be allowed to the ordering activity when conversion from one version of the software to another is made as the result of a change in operating system, or from one computer system to another. Under a perpetual license (132-

33), the purchase price of the new software shall be reduced by the amount that was paid to purchase the earlier version. Under a term license (132-32), conversion credits which accrued while the earlier version was under a term license shall carry forward and remain available as conversion credits which may be applied towards the perpetual license price of the new version.

10. DESCRIPTIONS AND EQUIPMENT COMPATIBILITY

The Contractor shall include, in the schedule pricelist, a complete description of each software product and a list of equipment on which the software can be used.

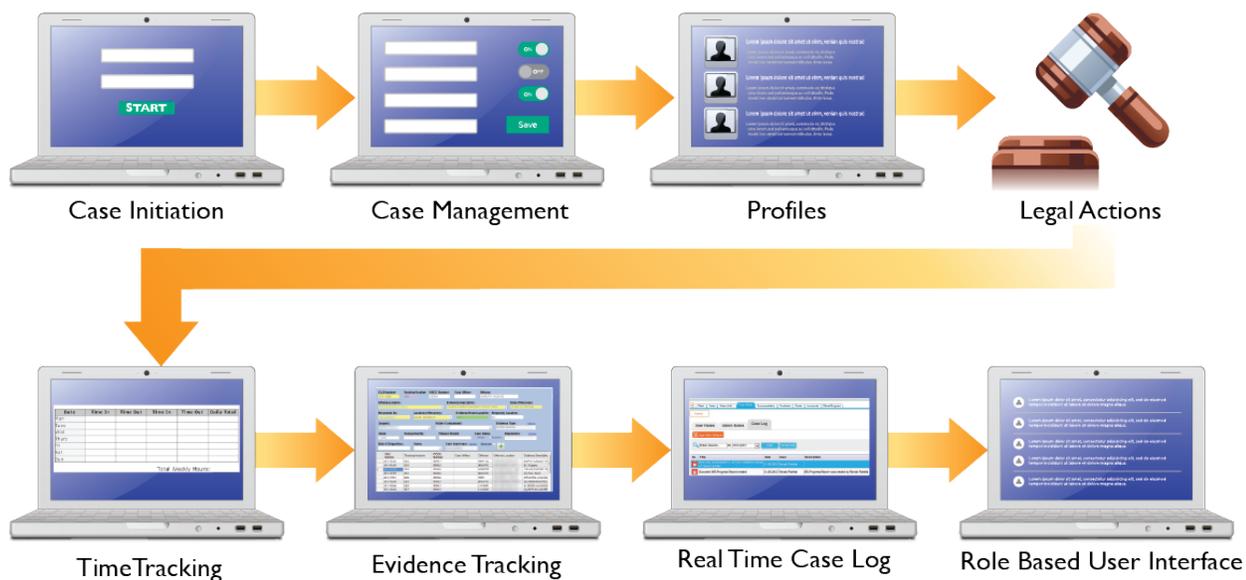
Product Description

IGCentrix is an integrated system which seamlessly connects Hotline, Investigation Case Management, and Legal Services applications into one powerful business operations tool. From a technical standpoint, IGCentrix is a Microsoft .NET interface and application layer with a SQL Server data repository. This core architecture was chosen so that the OIG community would have a flexible and cost effective solution for these mission critical applications. The following describes key information for each component of the system and then provides a description of how everything integrates together to form the core system.

Hotline System. The IGCentrix Hotline system provides a reporting mechanism to ensure appropriate oversight and strategic planning of Hotline activity. The Hotline system is responsible for receiving, referring, tracking, closing, and reporting on Hotline complaints and referrals. Referrals and complaints received by the Hotline may be coordinated with the Offices of Audit, Investigation, or Evaluation as the referral or complaint may result in an audit, investigation, or evaluation. Cases resulting in an Investigation are seamlessly transferred to the Investigation Case Management system for continued tracking and reporting. Additionally, as some cases result in judicial involvement, the files can be seamlessly transferred to the Legal system for review and future discovery. In support of this requirement, the Hotline system captures and maintains data integrity during the complete case cycle while ensuring data privacy and confidentiality.

Investigation Case Management (ICM). The IGCentrix ICM system is built based on a proven comprehensive OIG case management workflow. The core components of the system are shown in Figure 1.

Figure 1. Core Components of Investigation Case Management



From the time a user logs on to IGCentrix and until they log out of the system, the user experience is focused on providing easy data entry to ensure clean and usable case data. After years of refinement and interviews with senior Office of Investigation leadership (e.g., Assistant Inspectors General for Investigations and Deputy Inspector General for Investigation); Regional

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Field Office Managers (e.g., Special Agents in Charge and Assistance Special Agents in Charge); and Field Agents we have created an interface that provides the OIG community with a system that caters to their work process. When you first logon to IGCentrix you arrive on a landing page with role specific information allowing you to easily navigate to the appropriate case screens to either start, continue or review the status of the cases in your caseload. Figure 1 is a visual representation of the business workflow included in the ICM System.

Legal System. The IGCentrix Legal System will track detailed information on current assignments, provide an interface between the Office of Legal Counsel and client offices, allow supervisors to manage assignments, and act as a searchable repository for historical legal advice. The system also includes a litigation tracking/management component.

Integrated Platform. For most OIG's, these three systems operate separately causing natural information silos and inefficiency. IGCentrix integrates all three systems to breakdown communication barriers and provide industry best practices not only within each system but throughout the entire OIG agency. By combining all three mission critical systems, the power of collaboration is now unleashed to improve efficiency across agency departments (Figure 2). Table 3 includes some of the key features of IGCentrix and their value proposition to your organization.

Hardware and Software Requirements as of May 2017

Sanametricx IGCentrix

IGCentrix is a .Net front end application supported by a SQL server backend database. A typical deployment would require the following hardware and software:

User Machine:

Intel dual core @ 1.8GHz (approx)
Microsoft Windows 8 Professional or 7 Professional
4GB RAM
100GB HDD
Internet Explorer 10.X, Chrome v 50.X

Application Server:

Intel Quad Core @ 2.8 Ghz
Windows Server 2012
200GB HDD
8GB RAM

Database Server:

Intel Quad Core @ 2.8 Ghz
Windows Server 2012
8GB RAM
500GB HDD or larger (depends on the amount of data being saved to system annually)
SQL Server 2012

11. RIGHT-TO-COPY PRICING

The Contractor shall insert the discounted pricing for right-to-copy licenses. N/A

SOFTWARE PRICING

MFC-#	PRODUCT NAME	PRODUCT DESCRIPTION	GSA OFFER PRICE w/IFF
IGC-Core	IGCentrix Core System - Hotline, Investigation Case Management, Legal	Integrated Office of Inspector General Investigation Case Management Solution	\$365,428.68

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IGC-H	IGCentrix Core System - Hotline	Office of Inspector General Hotline System	\$126,004.36
IGC-ICM	IGCentrix Core System - Investigation Case Management	Office of Inspector General Investigation Case Management System	\$156,567.78
IGC-L	IGCentrix Core System - Legal	Office of Inspector General Legal System	\$126,004.36
IGC-Core-M	IGCentrix Core System Maintenance - Hotline, Investigation Case Management, Legal	Integrated Office of Inspector General Investigation Case Management Solution - Annual Maintenance	\$54,814.19
IGC-H-M	IGCentrix Core System Maintenance- Hotline	Office of Inspector General Hotline System - Annual Maintenance	\$18,900.88
IGC-ICM-M	IGCentrix Core System Maintenance - Investigation Case Management	Office of Inspector General Investigation Case Management System - Annual Maintenance	\$23,400.08
IGC-L-M	IGCentrix Core System Maintenance - Legal	Office of Inspector General Legal System - Annual Maintenance	\$18,900.88

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

SCOPE

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.

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.

PERFORMANCE INCENTIVES

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.

The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.

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.

ORDER

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.

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.

PERFORMANCE OF SERVICES

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

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

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.

Any Contractor travel required in the performance of IT/EC Services must comply with the Federal

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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.

STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)

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-

Cancel the stop-work order; or

Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

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-

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

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.

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.

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.

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

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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.

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.

RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

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.

ORGANIZATIONAL CONFLICTS OF INTEREST

Definitions.

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

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

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

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

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

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.

PAYMENTS

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

The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.

The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—

The offeror;

Subcontractors; and/or

Divisions, subsidiaries, or affiliates of the offeror under a common control.

RESUMES

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

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.

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.

USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS

PREAMBLE

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

COMMITMENT

To actively seek and partner with small businesses.

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

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

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

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

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

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

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

To accelerate potential opportunities please contact:

Warner Roberts, President, Phone: 202-570-7890, WRoberts@sanametrix.com, Fax: 202-521-3530

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BEST VALUE BLANKET PURCHASE AGREEMENT FEDERAL SUPPLY SCHEDULE

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:

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- (a) Name of Contractor;
- (b) Contract Number;
- (c) BPA Number;
- (d) Model Number or National Stock Number (NSN);
- (e) Purchase Order Number;
- (f) Date of Purchase;
- (g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and
- (h) Date of Shipment.

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

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

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BASIC GUIDELINES FOR USING “CONTRACTOR TEAM ARRANGEMENTS”

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

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

Orders under a Team Arrangement are subject to terms and conditions of the Federal Supply Schedule Contract. Participation in a Team Arrangement is limited to Federal Supply Schedule Contractors.

Customers should refer to FAR 9.6 for specific details on Team

Arrangements. Here is a general outline on how it works:

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

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USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS

PREAMBLE

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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.

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To accelerate potential opportunities please contact:

Carol Rohr

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Washington, DC 20036

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Fax: 202-521-3530

crohr@sanametrix.com

www.sanametrix.com

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SANAMETRIX LABOR CATEGORY DESCRIPTIONS AND LABOR RATES

IT Project Director

Minimum/General Experience: Twelve years of experience in a related technical field, including managerial experience OR equivalent experience and training.

Functional Responsibility: Responsible for the operational planning, establishment, execution, and evaluation of a multifaceted program/project typically consisting of a set of closely related subprograms or associated activities. Oversees fiscal, operational, administrative, and human resources management of the program; serves as principal point of representation and liaison with external constituencies on operational matters, and provides day-to-day technical/professional guidance and leadership as appropriate to the area of expertise.

Minimum Certifications and Education: MA/MS degree (PMP certification desired) OR BA/BS degree with 14 years' related experience.

IT Program Manager III

Minimum/General Experience: Ten years of experience in a related technical field, including managerial experience OR equivalent experience and training.

Functional Responsibility: Manages information technology programs/projects of moderate risk and complexity. May have deputy responsibility for a large program/project. Is frequently involved simultaneously in several programs/projects. Oversees program/project budget and schedules. May have primary responsibility for program/project growth. Serves as primary customer contact. Total value of programs/projects is generally between \$10 million and \$25 million (life of contracts). May be responsible for programs/projects of a lesser dollar value if they are more complex or developmental in nature.

Minimum Certifications and Education: BA/BS degree OR recognized technical training school, major certifications (e.g., PMP, MCSE, CCNA, MCP), and 12 years' related experience.

IT Program Manager IV

Minimum/General Experience: Twelve years of experience in information technology or a related technical field, including managerial experience OR equivalent experience and training.

Functional Responsibility: Manages relatively complex and/or high-risk programs/projects. Oversees program/project budget and schedules. Responsible for program/project growth. May be responsible for marketing new technology or follow-on business acquisition. Total value of programs/projects is generally between \$25 million and \$50 million (life of contracts). May be responsible for programs/projects of a lesser dollar value if they are more complex or developmental in nature.

Minimum Certifications and Education: BA/BS degree OR recognized technical training school, major certifications (e.g., PMP, MCSE, CCNA, MCP), and 15 years' related experience.

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IT Project Manager II

Minimum/General Experience: Five years of experience in a related technical field, including managerial experience OR equivalent experience and training.

Functional Responsibility: Under general direction, responsible for all aspects of the development and implementation of assigned projects and provides a single point of contact for those projects. Takes projects from original concept through final implementation. Interfaces with all areas affected by the project including end users, computer services, and client services. Defines project scope and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Provides technical and analytical guidance to project team. Recommends and takes action to direct the analysis and solutions of problems.

Minimum Certifications and Education: BA/BS degree (PMP certification desired) OR 7 years' related experience with PMP certification.

IT Project Manager IV

Minimum/General Experience: Ten years of experience in a related technical field, including managerial experience OR equivalent experience and training. Three years' project management experience plus five years of specialized experience in managing large information systems and 5 years' experience in a related field.

Functional Responsibility: Duties include but are not limited to overall management of project related tasks, installation, training, transition, maintenance, security, and acceptance. Provides supervisory technical and administrative direction for personnel performing tasks, including review of work products for correctness, adherence to the design concept and adherence to Government regulations and standards.

Minimum Certifications and Education: BA/BS degree (PMP certification desired) OR 11 years' related experience with PMP certification.

IT Task Leader

Minimum/General Experience: Four to 6 years of demonstrated experience in management of large complex projects with multiple staff members, in addition to progressively higher level of responsibility in the area of research, development and/or evaluation projects. The Task Leader shall have a working knowledge of the Government's statutory and regulatory requirements that govern complex contracts and experience in providing services under such. The Task Leader shall be a recognized expert with a track record of solid technical and leadership accomplishments in statistics, research, survey methodology, development and/or evaluation of projects.

Functional Responsibility: The Task Leader shall carry out the overall management and leadership functions for work performed under the task order. Dependent upon the Performance Work Statement

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and or Statement of Objectives, the Task Leader may also have responsibilities for conducting some of the work. The responsibilities shall include:

Deploying personnel and resources to achieve the objectives specified in the Statement of Work or Statement of Objectives;

Ensuring that specific work efforts are completed effectively and on time;

Ensuring the complete objectivity and independence of the work conducted under the task order;

Ensuring the technical accuracy and reliability of the products, reports, and recommendations;

Maintaining regular communications with the COR and program Task Leader to ensure efficient and effective management of the task;

Preparing required reports and proposals;

Ensuring that comprehensive records of activities, plans, and project finances are maintained;

Overseeing goal setting, planning, management, and evaluation of the work that is carried out.

Minimum Certifications and Education: MA/MS degree OR BA/BS degree with 2 years' related experience.

Software Developer I

Minimum/General Experience: Less than 5 years of related experience OR equivalent experience and training.

Functional Responsibility: Under direct supervision, assists in developing, coding, testing, and debugging new software and enhancements to existing web software.

Minimum Certifications and Education: BA/BS degree OR 3 years' related experience.

Software Developer II

Minimum/General Experience: Three years of related experience OR equivalent experience and training.

Functional Responsibility: Under general supervision, develops, codes, tests, and debugs new software and enhancements to existing web software. Competent to work on fairly complex programs with guidance. Works with technical staff to understand problems with web software and resolve them.

Minimum Certifications and Education: BA/BS degree OR 5 years' related experience.

Software Developer III

Minimum/General Experience: Five years of related experience OR equivalent experience and training.

Functional Responsibility: Responsible for design, development, troubleshooting, debugging, and implementation of software code for a component of the website. Works with graphic designers and other members of a project team to develop the site concept, interface design, and architecture of the website. Responsible for interface implementation. Integrates web applications with backend databases. Deploys large web-based transaction systems using application servers. Researches, tests, builds, and coordinates the integration of new products per production and client requirements. Requires strong navigation and site-design instincts.

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Minimum Certifications and Education: BA/BS degree OR 7 years' related experience.

Software Developer IV

Minimum/General Experience: Seven years of related experience OR equivalent experience and training.

Functional Responsibility: Develops and applies advanced methods, theories, and research techniques in the investigation and solution of complex and advanced software applications and problems. Plans, conducts, technically directs, and evaluates projects or major phases of significant projects, coordinating the efforts of engineers and technical support staff in the performance of assigned projects.

Recommends corrections in technical applications and analysis. Evaluates vendor capabilities to provide required products or services. Provides technical consultation to other organizations. Excludes individuals whose responsibilities are primarily in applications programming.

Minimum Certifications and Education: BA/BS degree OR 9 years' related experience.

IT Technical Architect I

Minimum/General Experience: Less than 5 years of related experience OR equivalent experience and training.

Functional Responsibility: Under general supervision, responsible for implementing technical IT infrastructures and the completion of assigned engineering projects within budgetary and scheduling guidelines. May lead a group of engineers, analysts, and/or technicians assigned for the duration of a project or may function as ongoing lead within a group of engineers associated with one or more technical areas within the telecom function (such as, but not limited to, network design, engineering, implementation, or operations/user support).

Minimum Certifications and Education: BA/BS degree OR 10 years' related experience.

IT Technical Architect II

Minimum/General Experience: Five years of related experience OR equivalent experience and training.

Functional Responsibility: Under general supervision, responsible for implementing technical IT infrastructures and the completion of assigned engineering projects within budgetary and scheduling guidelines. May lead a group of engineers, analysts, and/or technicians assigned for the duration of a project or may function as ongoing lead within a group of engineers associated with one or more technical areas within the telecom function (such as, but not limited to, network design, engineering, implementation, or operations/user support).

Minimum Certifications and Education: BA/BS degree OR 12 years' related experience.

IT Technical Architect III

Minimum/General Experience: Seven years of related experience OR equivalent experience and

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training.

Functional Responsibility: Responsible for instructing, directing, and checking the work of other project engineers. Responsible for developing strategies for technical IT infrastructures and the completion of assigned engineering projects within budgetary and scheduling guidelines. Leads a group of engineers, analysts, and/or technicians assigned for the duration of a project or may function as ongoing lead within a group of engineers associated with one or more technical areas within the telecom function (such as, but not limited to, network design, engineering, implementation, or operations/user support).

Minimum Certifications and Education: BA/BS degree OR 15 years' related experience.

Database Manager

Minimum/General Experience: Six years of related experience OR equivalent experience and training.

Functional Responsibility: Participates in the design, creation, and maintenance of computerized databases. Responsible for the quality control and auditing of databases to ensure accurate and appropriate use of data. Works with management to develop database strategies to support organization requirements. Consults with and advises users on access to various databases. Works directly with users to resolve data conflicts and inappropriate data usage. Directs the maintenance and use of the corporate data dictionary.

Minimum Certifications and Education: BA/BS degree OR 8 years' related experience.

Database Engineer I

Minimum/General Experience: Less than 5 years of related experience OR equivalent experience and training.

Functional Responsibility: Under general supervision, designs, implements, and maintains moderately complex databases. Includes maintenance of database dictionaries and integration of systems through database design. Competent to work on most phases of database administration, but may require some instruction and guidance in other phases.

Minimum Certifications and Education: BA/BS degree OR 7 years' related experience.

Database Engineer II

Minimum/General Experience: Five years of related experience OR equivalent experience and training.

Functional Responsibility: Under general supervision, designs, implements, and maintains moderately complex databases. Includes maintenance of database dictionaries and integration of systems through database design. Competent to work on most phases of database administration, but may require some instruction and guidance in other phases.

Minimum Certifications and Education: BA/BS degree OR 10 years' related experience.

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Database Engineer III

Minimum/General Experience: Ten years of related experience OR equivalent experience and training.

Functional Responsibility: Responsible for leading a team on the design, implementation and maintenance of complex databases with respect to 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 supervise and work at the highest level of all phases of database management.

Minimum Certifications and Education: BA/BS degree OR 12 years' related experience.

Network Engineer

Minimum/General Experience: Seven years of information technology related experience OR equivalent experience and training.

Functional Responsibility: Under general direction, installs, configures, and supports an organization's local area network (LAN), wide area network (WAN), Agency Internet Network (AIN), Intranet and Internet and other data communications systems or a segment of a network system; maintains network hardware and software; monitors network to ensure network availability to all system users and perform necessary maintenance to support network availability; may supervise other network support and client server specialists and plan, coordinate, and implement network security measures; and will provide leadership/mentorship to junior- and mid-level network engineers. Oversees network control center; provides support to projects that involve networks; performs a full range of complex network designs encompassing multiple technologies within a single network; evaluates new network technologies and makes recommendations to project managers regarding the integration of these technologies into the existing network; plans new configurations for integration into the network, using knowledge of the performance characteristics of the systems being added to the network and the specifications for network interfaces to insure effective integration and optimal network performance; ensures that adequate and appropriate planning is provided for hardware and communications facilities to develop and implement methodologies for analysis, installation and support of voice communications systems; and provides support in the translation of business requirements into telecommunications (e.g., LAN, MAN, WAN, Voice and Video) requirements, designs and orders. The overarching INFOSEC and COMSEC security requirements for the Agency network add to the complexity of these positions.

Minimum Certifications and Education: BA/BS degree OR 10 years' related experience.

Senior Systems Engineer I

Minimum/General Experience: Two years of information technology related experience OR equivalent experience and training.

Functional Responsibility: Under direct supervision assists in performing systems analysis, evaluation, design, integration, documentation, and implementation of applications that require comprehensive

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knowledge and technical skills.

Minimum Certifications and Education: BA/BS degree OR AA degree with 2 years' related experience OR 4 years' related experience.

Senior Systems Engineer II

Minimum/General Experience: Three years of information technology related experience OR equivalent experience and training.

Functional Responsibility: Under general supervision, performs high-level systems analysis, evaluation, design, integration, documentation, and implementation of very complex application that require a thorough knowledge of administrative and technical skills. Directs and participates in all phases of system development with emphasis on planning, analysis, evaluation, integration, testing and acceptance phases (IV&V and DT&E). Applies higher-level business or technical principles and methods to very difficult technical problems to arrive at automated engineering solution.

Minimum Certifications and Education: BA/BS degree OR AA degree with 5 years' related experience OR 7 years' related experience.

Senior Systems Engineer III

Minimum/General Experience: Five years of information technology related experience OR equivalent experience and training.

Functional Responsibility: Under general direction, performs high-level systems analysis, evaluation, design, integration, documentation, and implementation of very complex application that require a thorough knowledge of administrative, and technical skills. Directs and participates in all phases of system development with emphasis on planning, analysis, evaluation, integration, testing and acceptance phases (IV&V and DT&E). Applies higher-level business or technical principles and methods to very difficult technical problems to arrive at automated engineering solution. Designs and prepares technical reports and related documentation, and makes charts and graphs to record results. Prepare and deliver presentations and briefings as required by the Task Order. May be required to serve as Task Leader. Responsible for ensuring the quality and services delivered for particular task(s) for which this skill is performing the Task Leader position.

Minimum Certifications and Education: BA/BS degree OR AA degree with 7 years' related experience OR 9 years' related experience.

Senior Systems Engineer IV

Minimum/General Experience: Seven years of information technology related experience OR equivalent experience and training.

Functional Responsibility: Under general direction, performs high-level systems analysis, evaluation, design, integration, documentation, and implementation of very complex application that require a

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thorough knowledge of administrative, and technical skills. Directs and participates in all phases of system development with emphasis on planning, analysis, evaluation, integration, testing and acceptance phases (IV&V and DT&E). Applies higher-level business or technical principles and methods to very difficult technical problems to arrive at automated engineering solution. Possesses ability to manage project tasks and provide SME (subject matter expertise) to support team. Designs and prepares technical reports and related documentation, and makes charts and graphs to record results. Prepare and deliver presentations and briefings as required by the Task Order. May be required to serve as Task Leader. Responsible for ensuring the quality and services delivered for particular task(s) for which this skill is performing the Task Leader position.

Minimum Certifications and Education: BA/BS degree OR AA degree with 9 years' related experience OR 11 years' related experience.

Senior Systems Engineer V

Minimum/General Experience: Nine years of information technology related experience OR equivalent experience and training.

Functional Responsibility: Manages and directs technical team member while performing high-level systems analysis, evaluation, design, integration, documentation, and implementation of very complex application that require a thorough knowledge of administrative, and technical skills. Directs and participates in all phases of system development with emphasis on planning, analysis, evaluation, integration, testing and acceptance phases (IV&V and DT&E). Applies higher-level business or technical principles and methods to very difficult technical problems to arrive at automated engineering solution. Possesses ability to manage project tasks and provide SME (subject matter expertise) to support team. Designs and prepares technical reports and related documentation, and makes charts and graphs to record results. Prepare and deliver presentations and briefings as required by the Task Order. May be required to serve as Task Leader. Responsible for ensuring the quality and services delivered for particular task(s) for which this skill is performing the Task Leader position.

Minimum Certifications and Education: BA/BS degree OR AA degree with 11 years' related experience OR 13 years' related experience.

System Administrator

Minimum/General Experience: Two years of information technology related experience OR equivalent experience and training.

Functional Responsibility: Under general direction, responsible for activities related to system administration. Assigns personnel to various projects, directs their activities, and evaluates their work. Ensures long-term requirements of systems operations and administration are included in the overall information systems planning of the organization. Responsible for the installation, maintenance, configuration, and integrity of computer software. Implements operating system enhancements that will improve the reliability and performance of the system.

Minimum Certifications and Education: BA/BS OR 2 year recognized technical school with 2 years'

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related experience OR 5 years' related experience.

System Analyst I

Minimum/General Experience: Two to 5 years of information technology related experience OR equivalent experience and training.

Functional Responsibility: Under immediate supervision, assists in research and fact-finding to develop or modify information systems. Assists in preparing detailed specifications from which programs will be written. Analyzes and revises existing system logic difficulties and documentation as necessary. May use CASE tools.

Minimum Certifications and Education: BA/BS degree OR AA degree or 2 year recognized technical school with 2 years' related experience.

System Analyst II

Minimum/General Experience: Five to 8 years of information technology related experience OR equivalent experience and training.

Functional Responsibility: Under general supervision, formulates and defines system scope and objectives through research and fact-finding to develop or modify moderately complex information systems. Prepares detailed specifications from which programs will be written. Analyzes and revises existing system logic difficulties and documentation as necessary. Competent to work on most phases of applications systems analysis activities, but requires instruction and guidance in other phases. May use CASE tools.

Minimum Certifications and Education: BA/BS degree OR AA degree with 8 years' related experience.

IT Security Manager

Minimum/General Experience: Ten years of information technology related experience OR equivalent experience and training.

Functional Responsibility: The IT Security Manager performs two core functions for the enterprise. The first is overseeing the operations of the enterprise's security solutions through management of the organization's security analysts. The second is establishing an enterprise security stance through policy, architecture and training processes. Secondary tasks will include the selection of appropriate security solutions, and oversight of any vulnerability audits and assessments. The IT Security Manager is expected to interface with peers in the Systems and Network departments as well as with the leaders of the business units to both share the corporate security vision with those individuals and to solicit their involvement in achieving higher levels of enterprise security through information sharing and co-operation.

Minimum Certifications and Education: BA/BS degree OR AA degree with 12 years' related experience.

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Security Analyst I

Minimum/General Experience: Five years of information technology related experience OR equivalent experience and training.

Functional Responsibility: Under general supervision, performs all procedures necessary to ensure the safety of information systems assets and to protect systems from intentional or inadvertent access or destruction. Interfaces with user community to understand their security needs and implements procedures to accommodate them. Ensures that user community understands and adheres to necessary procedures to maintain security. May require familiarity with domain structures, user authentication, and digital signatures. Conducts accurate evaluation of the level of security required. May require understanding of firewall theory and configuration. Frequently reports to a Data Security Administration Manager.

Minimum Certifications and Education: BA/BS degree OR AA degree with 7 years' related experience.

Security Analyst II

Minimum/General Experience: Eight years of information technology related experience OR equivalent experience and training.

Functional Responsibility: Under general direction, performs all procedures necessary to ensure the safety of information systems assets and to protect systems from intentional or inadvertent access or destruction. Interfaces with user community to understand their security needs and implements procedures to accommodate them. Ensures that user community understands and adheres to necessary procedures to maintain security. May require familiarity with domain structures, user authentication, and digital signatures. Conducts accurate evaluation of the level of security required. May require understanding of firewall theory and configuration. Must be able to weigh business needs against security concerns and articulate issues to management. Frequently reports to a Data Security Administration Manager.

Minimum Certifications and Education: BA/BS degree or 2 year recognized technical school with 10 years' related experience.

Quality Assurance Analyst I

Minimum/General Experience: Two years of information technology related experience OR equivalent experience and training.

Functional Responsibility: Under direct supervision, carries out procedures to ensure that all information systems products and services meet organization standards and end-user requirements. Assists in the testing of software to ensure proper operation and freedom from defects. Documents and works to resolve basic problems. Reports progress on problem resolution to management. This position is staffed by beginners who have had sufficient educational background and/or experience to qualify them to start in quality assurance analysis.

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Minimum Certifications and Education: BA/BS degree OR AA degree or 2 year recognized technical school with 2 years' related experience.

Quality Assurance Analyst II

Minimum/General Experience: Five years of information technology related experience OR equivalent experience and training.

Functional Responsibility: Under general supervision, carries out procedures to ensure that all information systems products and services meet minimum organization standards and end-user requirements. Thoroughly tests software to ensure proper operation and freedom from defects. Documents and works to resolve all problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Performs workflow analysis and recommends quality improvements.

Minimum Certifications and Education: BA/BS degree with Green Belt Certification (Six Sigma) OR AA degree with 5 years' related experience.

Help Desk Manager

Minimum/General Experience: Five years of related experience OR equivalent experience and training.

Functional Responsibility: Responsible for ensuring the timely process through which problems are controlled. Includes problem recognition, research, isolation, resolution and follow-up steps. Requires experience and understanding of MIS environment. Is able to resolve less complex problems immediately, while more complex problems are assigned to second level support or supervisor. Typically involves use of problem management database and help desk system. May provide guidance/training for less experienced personnel.

Minimum Certifications and Education: BA/BS degree OR 2 year recognized technical school with 8 years' related experience.

Help Desk Technician II

Minimum/General Experience: Three years of related experience OR equivalent experience and training.
Functional Responsibility: Under general supervision, provides second-tier support to end-users for PC, server, mainframe applications and hardware. Handles problems that the first-tier of help desk support is unable to resolve. May interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Maintains currency and high level of technical skill in field of expertise. Escalates more complex problems to Senior Level.

Minimum Certifications and Education: BA/BS degree OR 2 year recognized technical school with 3 years' related experience OR 5 years' related experience.

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Help Desk Technician III

Minimum/General Experience: Five years of related experience OR equivalent experience and training.

Functional Responsibility: Under general direction, provides second-tier support to end-users for PC, server, mainframe applications, and hardware. Handles problems that the first-tier of help desk support is unable to resolve. May interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Maintains currency and highest level of technical skill in field of expertise.

Minimum Certifications and Education: BA/BS degree OR 2 year recognized technical school with 5 years' related experience OR 7 years' related experience.

Web Designer I

Minimum/General Experience: Less than 5 years of related experience OR equivalent experience and training.

Functional Responsibility: Under direct supervision assists in designing and developing user interface features, site animation, and special-effects elements. Assists in designing the website to support the organization's strategies and goals relative to external communications. Requires graphics and design experience as well as HTML knowledge.

Minimum Certifications and Education: BA/BS degree OR AA degree with 2 years' related experience OR Technical School with 6 years' related experience.

Web Designer II

Minimum/General Experience: Five years of related experience OR equivalent experience and training.

Functional Responsibility: Under general supervision, designs and develops user interface features, site animation, and special-effects elements. Contributes to the design group's efforts to enhance the look and feel of the organization's online offerings. Designs the website to support the organization's strategies and goals relative to external communications. Develops applications based on current, new and future net-based applications. Requires significant graphics and design experience as well as HTML knowledge.

Minimum Certifications and Education: BA/BS degree OR AA degree with 5 years' related experience OR Technical School with 10 years' related experience.

Web Designer III

Minimum/General Experience: Ten years of related experience OR equivalent experience and training.

Functional Responsibility: Responsible for designing and building web pages using a variety of graphics

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software applications, techniques, and tools. Designs and develops user interface features, site animation, and special-effects elements. Contributes to the design group's efforts to enhance the look and feel of the organization's online offerings. Designs the website to support the organization's strategies and goals relative to external communications. Requires understanding of web-based technologies and thorough knowledge of HTML, Photoshop, Illustrator, and/or other design-related applications.

Minimum Certifications and Education: BA/BS degree OR AA degree with 8 years' related experience OR Technical School with 15 years' related experience.

IT Recognized Expert I

Minimum/General Experience: Working in a discipline for at least six years with progressively higher levels of responsibility and a track record of solid accomplishments and recognized expertise.

Functional Responsibility: A Recognized Expert is considered to be a person whose training, productivity, and recent publications would make him or her likely to be nominated as an expert by peers in the discipline. Recognition may take the form of recent publications in refereed journals, invited presentations to professional associations, and publication of books. Leadership positions and current experience in research, development, and evaluation projects are also recognized accomplishments. Within the category of Recognized Expert, certain research or development projects undertaken by the contractor may require the full-time commitment of an individual who is not an employee of the contractor for a period of six months to one year. The full-time, limited duration services of such individuals may be secured under arrangements for Visiting Scientists, with personnel and pay policies that differ from those for regular employees.

Minimum Certifications and Education: MA/MS degree OR recognized discipline training and 7 years' related experience.

IT Recognized Expert II

Minimum/General Experience: Working in a discipline for at least eight years with progressively higher levels of responsibility and a track record of solid accomplishments and recognized expertise.

Functional Responsibility: Using line of business, functional area, or specialized technology expertise, analyzes, plans and establishes requirements; performs functional modeling; and develops procedures and functional architectures. Applies knowledge of state-of-the-art technology to process studies and analysis projects. Analyzes client requirements and recommends development or acquisition strategies. Assists client in developing strategic plans and concepts relative to the particular area of expertise. Advises client on the impact of new legislation or new technologies that are relevant to their agency. Demonstrates exceptional oral and written communication skills.

Minimum Certifications and Education: MA/MS degree OR recognized discipline training and 9 years' related experience.

IT Recognized Expert III

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Minimum/General Experience: Working in a discipline for at least ten years with progressively higher levels of responsibility and a track record of solid accomplishments and recognized expertise.

Functional Responsibility: Using line of business, functional area, or specialized technology expertise, analyzes, plans and establishes requirements; performs functional modeling; and develops procedures and functional architectures. Applies knowledge of state-of-the-art technology to process studies and analysis projects. Analyzes client requirements and recommends development or acquisition strategies. Assists client in developing strategic plans and concepts relative to the particular area of expertise. Advises client on the impact of new legislation or new technologies that are relevant to their agency. Demonstrates exceptional oral and written communication skills.

Minimum Certifications and Education: MA/MS degree OR recognized discipline training and 11 years' related experience.

IT Recognized Expert IV

Minimum/General Experience: Working in a discipline for at least twelve years with progressively higher levels of responsibility and a track record of solid accomplishments and recognized expertise.

Functional Responsibility: Using line of business, functional area, or specialized technology expertise, analyzes, plans and establishes requirements; performs functional modeling; and develops procedures and functional architectures. Applies knowledge of state-of-the-art technology to process studies and analysis projects. Analyzes client requirements and recommends development or acquisition strategies. Assists client in developing strategic plans and concepts relative to the particular area of expertise. Advises client on the impact of new legislation or new technologies that are relevant to their agency. Demonstrates exceptional oral and written communication skills.

Minimum Certifications and Education: MA/MS degree OR recognized discipline training and 13 years' related experience.

IT Data Analytics Specialist I

Minimum/General Experience: Four years of experience with solid accomplishments in analytics field.
Functional Responsibility:

Responsible for developing information driven insights to help identify trends and opportunities and provide solutions based on these insights. They will extract meaning from complex data relationships in order to provide insight into data provided. They will provide in depth analysis of Data using Data Mining and Profiling techniques to assist in understanding data behavior and potentially predicting future needs. An expert in Big Data relationships this individual will have the background in trend analysis and predictive modelling required to develop reports that enable us to anticipate and meet member needs with solutions tailored to their individual circumstances.

Minimum Certifications and Education: BA/BS degree OR appropriate technical certification with 5 years' related experience.

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IT Data Analytics Specialist II

Minimum/General Experience: Six years of experience with solid accomplishments in analytics field.

Functional Responsibility: Responsible for developing information driven insights to help identify trends and opportunities and provide solutions based on these insights. They will extract meaning from complex data relationships in order to provide insight into data provided. They will provide in depth analysis of Data using Data Mining and Profiling techniques to assist in understanding data behavior and potentially predicting future needs. An expert in Big Data relationships this individual will have the background in trend analysis and predictive modelling required to develop reports that enable us to anticipate and meet member needs with solutions tailored to their individual circumstances.

Minimum Certifications and Education: BA/BS degree OR appropriate technical certification with 8 years' related experience.

IT Technical Writer I

Minimum/General Experience: Two years of related experience OR equivalent experience and training.

Functional Responsibility: Responsible for content of technical documentation. Checks author's document for spelling, grammar and content problems (e.g., missing instructions or sections; redundant or unnecessary sections). Accuracy of content may fall under this position or the programmer, depending on the expertise of the editor. Ensures that documents follow the style laid out in the organization's style guide. May also be responsible for maintaining the style guide. Suggests revisions to the style guide as appropriate.

Minimum Certifications and Education: BA/BS degree OR AA degree with 3 years' related experience.

IT Technical Writer II

Minimum/General Experience: Four years of related experience OR equivalent experience and training.

Functional Responsibility: Responsible for content of technical documentation. Checks author's document for spelling, grammar and content problems (e.g., missing instructions or sections; redundant or unnecessary sections). Accuracy of content may fall under this position or the programmer, depending on the expertise of the editor. Ensures that documents follow the style laid out in the organization's style guide. May also be responsible for maintaining the style guide. Suggests revisions to the style guide as appropriate.

Minimum Certifications and Education: BA/BS degree OR AA degree with 5 years' related experience.

IT Technical Writer III

Minimum/General Experience: Six years of related experience OR equivalent experience and training.

Functional Responsibility: Responsible for content of technical documentation. Checks author's

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document for spelling, grammar and content problems (e.g., missing instructions or sections; redundant or unnecessary sections). Accuracy of content may fall under this position or the programmer, depending on the expertise of the editor. Ensures that documents follow the style laid out in the organization's style guide. May also be responsible for maintaining the style guide. Suggests revisions to the style guide as appropriate.

Minimum Certifications and Education: BA/BS degree OR AA degree with 9 years' related experience.

IT Technical Writer IV

Minimum/General Experience: Eight years of related experience OR equivalent experience and training.

Functional Responsibility: Responsible for content of technical documentation. Checks author's document for spelling, grammar and content problems (e.g., missing instructions or sections; redundant or unnecessary sections). Accuracy of content may fall under this position or the programmer, depending on the expertise of the editor. Ensures that documents follow the style laid out in the organization's style guide. May also be responsible for maintaining the style guide. Suggests revisions to the style guide as appropriate.

Minimum Certifications and Education: BA/BS degree OR AA degree with 10 years' related experience.

Multimedia Engineer I

Minimum/General Experience: Two years of video teleconference experience OR equivalent training.

Functional Responsibility: Supports video operations center and video teleconference facilities. These include basic technical troubleshooting, event scheduling and monitoring of ongoing meetings. Conducts tests to ensure ongoing connectivity and proper equipment functionality. Must be familiar with a wide variety of critical video equipment and testing procedures; records data, measures and records problems and prepares test reports.

Minimum Certifications and Education: BA/BS degree OR recognized technical training school, major certifications and 3 years' related experience.

Multimedia Engineer II

Minimum/General Experience: Five years of video teleconference experience OR equivalent training.

Functional Responsibility: Supports video operations center and video teleconference facilities. These include basic technical troubleshooting, event scheduling and monitoring of ongoing meetings. Conducts tests to ensure ongoing connectivity and proper equipment functionality. Must be familiar with a wide variety of critical video equipment and testing procedures; records data, measures and records problems and prepares test reports.

Minimum Certifications and Education: BA/BS degree OR recognized technical training school, major

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certifications and 5 years' related experience.

Multimedia Technician

Minimum/General Experience: Four years of video teleconference experience OR equivalent training.

Functional Responsibility: Performs routine assignments in support of video operations center and video teleconference facilities. This includes basic technical troubleshooting, event scheduling and monitoring of ongoing meetings. Conducts tests or experiments requiring selection and adaptation or modification of a wide variety of critical video equipment and test procedures; sets up and operates equipment and peripherals; records data, measures and records problems of significant complexity that sometimes require resolution at a higher level; and analyzes data and prepares test reports.

Minimum Certifications and Education: BA/BS degree OR recognized technical training school, major

Senior Manager I

Minimum/General Experience: 8 years of experience in a related technical field, including managerial experience OR equivalent experience and training. A Senior Manager I requires a minimum of eight years of consulting and/or directly relevant industry experience including: engagement experience in project scope and approach, focus on project delivery and business and technical integration, ability to drive business strategy and planning changes at the executive levels, oversight of key business and process enablers, and management of project resources. Other experience includes communication with client and project managers and management of multiple projects across various industry lines.

Functional Responsibility: A Senior Manager I maintains responsibility for managing the IT project team and daily operations of project development and fostering client comfort and feasibility with the project objectives and goals relative to desktop, network, application and strategic planning areas of various technology engagements. Provides high level of oversight and direction pertaining to IT Facility Operation and Maintenance, Systems analysis and Development Services, programmers, data conversion and network management as applicable to each project. This position provides strong senior-level management and direction, supports our client's strategy, and provides business and action planning while assuming responsibility for overall project delivery and oversight of key technical enablers on projects and identification of needs for new tools. A Senior Manager I is also involved in process and productivity improvement as well as systems alignment. A Senior Manager I assumes regular interaction and communications with the Government Contracting Officer (CO) and delegated government representatives. This position maintains responsibility for managing technical solutions, delegating appropriate resources, and fostering quality assurance principles across projects and deliverables. Specifically, A Senior Manager I will lead organizational assessments and program audits, and perform evaluations.

Minimum Certifications and Education: Bachelor's degree OR recognized technical training school, major certifications (e.g., MCSE, CCNA, MCP, ETC.), and 3 additional years' experience.

Senior Manager II

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Minimum/General Experience: 10 years of experience in a related technical field, including managerial experience OR equivalent experience and training. A Senior Manager II requires a minimum of 10 years of consulting and/or directly relevant industry experience including: engagement experience in project scope and approach, focus on project delivery and business and technical integration, ability to drive business strategy and planning changes at the executive levels, oversight of key business and process enablers, and management of project resources. A Senior Manager II must have experience being responsible for managing the project team and daily operations of project development and fostering client comfort and feasibility with the project objectives and goals as well as experience communicating with client and project managers and management of multiple projects across various industry lines.

Functional Responsibility: A Senior Manager II provides strong senior-level management and has served in this position for several years. A Senior Manager II has responsibility for overall project activities and is the primary point of contact with client executives. This position assumes responsibility for project delivery and oversight of key business enablers on projects and identification of needs for new tools. Provides high level of oversight and direction pertaining to IT Facility Operation and Maintenance, Systems analysis and Development Services, programmers, data conversion and network management as applicable to each project. A Senior Manager II assumes regular interaction and communications with the Government Contracting Officer (CO) and delegated government representatives. Maintains responsibility for managing business solutions, delegating appropriate resources, and fostering quality assurance principles across projects and deliverables and using problem solving techniques to resolve issues. A Senior Manager II is also involved in process and productivity improvement, as well as, systems alignment. Organizational assessments, and program audits, and evaluations are also performed by this position.

Minimum Certifications and Education: Master's degree OR Bachelor's degree with additional 2 years of relevant experience.

Manager I

Minimum/General Experience: 5 years of experience in a related technical field, including managerial experience OR equivalent experience and training. A Manager I has a minimum of five years of consulting and/or directly relevant industry experience. Experience includes: senior-level management and direction on client engagements, extensive experience in all aspects of leading a project, understanding business needs, experience in formulating project definition, isolating success factors, and aligning firm objectives with client needs. Other experience includes management of local resources, administration of project work plans and processes, and core capabilities in information systems design and technical solutions.

Functional Responsibility: A Manager I provides strong management and direction, and is focused on high performance work. A Manager I is responsible for developing an engagement work plan and selecting, modifying, and using the appropriate consulting tools for each engagement. Provides supervision pertaining to IT facility operation and maintenance, systems analysis and development services, programmers, data conversion and network management as applicable to each project. A Manager I serves in the role of team leader over assigned support areas, often filling the position of project team lead and instructing, directing, and monitoring the work of other project staff. Assumes

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responsibility for selecting and using appropriate consulting tools and resources for the engagement. Conducts analysis of work plan completeness, prepares status reports, and supports quality control practices. Performs analyses of fundamental client issues, assesses appropriate alternatives, and recommends solutions. Communicates client expectations to project team, and escalates appropriate issues to senior level project staff. Maintains technical knowledge within industry and service line. A Manager I maintains the day-to-day interaction with the client, fostering successful program management through performance reviews, assessment and analysis, design and development of solutions, monitoring budget allotments, issues resolution, and implementation; and conducts analyses of client problems and develops creative solutions and recommendations. This position also may perform organizational assessments, program audits, and evaluations, system alignment, and process and productivity improvement.

Minimum Certifications and Education: Bachelor's degree OR recognized technical training school, major certifications (e.g., MCSE, CCNA, MCP, ETC.), and 3 additional years' experience.

Manager II

Minimum/General Experience: 7 years of experience in a related technical field, including managerial experience OR equivalent experience and training. A Manager II is an experienced Manager that has a minimum of seven years of consulting and/or directly relevant industry experience. Experience includes: senior-level management and direction on client engagements, extensive experience in all aspects of leading a project, understanding business needs, experience in formulating project definition, isolating success factors, and aligning firm objectives with client needs. Other experience includes management of local resources, administration of project work plans and processes, and core capabilities in information systems design and technical solutions.

Functional Responsibility: A Manager II provides strong management and direction, and is focused on high performance work. A Manager II has served in this position for several years and has extensive consulting experience and industry focus. A Manager II assumes responsibility for managing engagement issues and outlining project work plans and deliverables; reviews engagement scope for consistency with overall firm and client objectives; Provides supervision pertaining to IT facility operation and maintenance, systems analysis and development services, programmers, data conversion and network management as applicable to each project. Actively manages project resources, budget activities, quality control practices, and project deliverables; Maintains a constant flow of communication with the client and project team and provides technical direction and experience; and maintains the day-to-day interaction with the client, fostering successful program management through performance reviews, assessment and analysis, design and development of solutions, monitoring budget allotments, issues resolution, and implementation. Assumes responsibility for proper implementation of business solutions and overall project performance. A Manager II also conducts analyses of client problems and develops creative solutions and recommendations. This position also may perform organizational assessments, program audits, and evaluations, system alignment, and process and productivity improvement.

Minimum Certifications and Education: Bachelor's degree OR recognized technical training school, major certifications (e.g., MCSE, CCNA, MCP, ETC.), and 3 additional years' experience.

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Senior Consultant I

Minimum/General Experience: 3 years of experience in a related technical field, including managerial experience OR equivalent experience and training. A Senior Consultant I has a minimum of three years of consulting and/or directly relevant industry experience and/or educational training in related fields. Experience includes: support program management and familiarity with client issues, assistance with design issues, leading client teams, analysis of project data, and development of appropriate deliverables. A Senior Consultant I is proficient in the use of firm tools and enablers to better support the overall objectives and goals of the program objectives. A Senior Consultant I has demonstrated these skills by performing status reports, verifying work plan completeness, and communicating with team members. Other experience includes development of leadership/management skills, performing benchmark analyses, building organizational design models, and defining business and technical needs.

Functional Responsibility: A Senior Consultant I provides senior-level information technology analytical and program support, and is focused on providing high performance work. In Consulting Services, a Senior Consultant I contributes to engagement work plan development and often leads assigned engagement tasks to completion within scope and budget. A Senior Consultant I assists in the development of engagement deliverables and contributes to status reporting. Applies information technology business modeling, process modeling, and software design techniques to meet project objectives. Conducts analysis of appropriate consulting tools to satisfy program requirements, and creates project deliverables. Formulates diagnoses through financial or statistical modeling, assesses appropriate alternatives, and offers conclusions to the Team Lead or Project Manager. This position performs analyses and makes diagnoses, as well as defines symptoms and problems, and develops conclusions. A Senior Consultant I also participate in organizational assessments, and leads performance measures and indicators analysis.

Minimum Certifications and Education: Bachelor's degree OR recognized technical training school, major certifications (e.g., MCSE,CCNA, MCP, ETC.), and 3 additional years' experience.

Senior Consultant II

Minimum/General Experience: 4 years of experience in a related technical field, including managerial experience OR equivalent experience and training. A Senior Consultant II is an experienced senior consultant that has a minimum of four years of consulting and/or directly relevant industry experience and/or educational training in related fields. Experience includes: support program management and familiarity with client issues, assistance with design issues, leading client teams, analysis of project data, and development of appropriate deliverables. A Senior Consultant II is proficient in the use of firm tools and enablers to better support the overall objectives and goals of the program objectives. A Senior Consultant II has demonstrated these skills by performing status reports, verifying work plan completeness, and communicating with team members. Other experience includes development of leadership/management skills, performing benchmark analyses, building organizational design models, and defining business and technical needs.

Functional Responsibility: A Senior Consultant II provides senior-level information technology analytical and program support, and is focused on providing high performance work. Provides, as required for a project, programming, systems analyses, network engineering and related computer

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systems consulting. A Senior Consultant II contributes to engagement work plan development and often leads assigned information technology engagement tasks to completion within scope and budget. Serves as a senior-level analytical correspondent within engagement team. Assumes responsibility for contributing to work plan development, reaching engagement milestones, and often leading specific project tasks. Applies business modeling, process modeling, and business design techniques. Conducts analysis of appropriate consulting tools to satisfy program requirements, and creates project deliverables. Formulates diagnoses through financial or statistical modeling, assesses appropriate alternatives, and offers conclusions to Project Manager. This position performs analyses and makes diagnoses, as well as defines symptoms and problems, and develops conclusions. A Senior Consultant II also participates in organizational assessments, and leads performance measures and indicators analysis.

Minimum Certifications and Education: Bachelor's degree OR recognized technical training school, major certifications (e.g., MCSE,CCNA, MCP, ETC.), and 3 additional years' experience.

Consultant I

Minimum/General Experience: 1 year of experience in a related technical field, including managerial experience OR equivalent experience and training. A Consultant I requires a minimum of one year in the consulting field or other related work experience. Experience includes: proficiency in analysis and defining business needs, applying methodologies, support of program management, exposure to client issues, and development of project deliverables. A Consultant I provides assistance on completing work plan activities, analyzes relevant data and information, and institutes and supports business solutions. Other experience includes process improvement diagnoses, process modeling and documentation, benchmarking activities, and exposure to change management principles.

Functional Responsibility: A Consultant I provides analytical and program support, and is focused on high performance work. In Consulting Services, this position completes assigned information technology tasks within the project scope and budget, while meeting deliverable requirements. Provides, as required for a project, programming, systems analyses, network engineering and related computer systems consulting. Serves as a key analytical resource on engagement team. Assumes responsibility for conducting relevant research, distilling data, and creating reports. Actively engages consulting tools and methodologies to meet project objectives and complete program management activities. Maintains responsibility for quality assurance practices and fostering completion and accuracy of system documentation. A Consultant I may also participate in organizational assessments, and performance measures and indicators.

Minimum Certifications and Education: Bachelor's degree OR recognized technical training school, major certifications (e.g., MCSE,CCNA, MCP, ETC.), and 3 additional years' experience.

Consultant II

Minimum/General Experience: 3 years of experience in a related technical field, including managerial experience OR equivalent experience and training. A Consultant II is an experienced consultant that requires a minimum of three years in the consulting field or other related work experience. Experience includes: proficiency in analysis and defining business needs, applying methodologies, support of program management, exposure to client issues, and development of project deliverables. A Consultant

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II provides assistance on completing work plan activities, analyzes relevant data and information, and institutes and supports business solutions. Other experience includes process improvement diagnoses, process modeling and documentation, benchmarking activities, and exposure to change management principles.

Functional Responsibility: A Consultant II provides analytical and program support, and is focused on high performance work. A Consultant II also completes assigned engagement tasks within the project scope and budget, while meeting deliverable requirements. Serves as a key analytical resource on engagement team. Provides, as required for a project, programming, systems analyses, network engineering and related computer systems consulting. Assumes responsibility for conducting relevant research, distilling data, and creating reports. Actively engages consulting tools and methodologies to meet project objectives and complete program management activities. Maintains responsibility for quality assurance practices and fostering completion and accuracy of system documentation. A Consultant II may also participate in organizational assessments, and performance measures and indicators.

Minimum Certifications and Education: Bachelor's degree OR recognized technical training school, major certifications (e.g., MCSE,CCNA, MCP, ETC.), and 3 additional years' experience.

Business Analyst I

Minimum/General Experience: 8 years of experience in a related technical field, including managerial experience OR equivalent experience and training. A Business Analyst I at a minimum has a completed undergraduate degree in Business Administration, Finance, marketing, Accounting, engineering, Economics, MIS or related discipline. A Business Analyst I provides strong information technology analytical support while serving to help identify the scope and objectives of project engagements, as well as, provide analytical support and research within the firm on a day-to-day basis. This position completes assigned engagement tasks within the project scope and budget, while meeting deliverable requirements. This position conducts research, and collects and distills data. A Business Analyst I is also expected to be proficient in industry best practice consulting methodology.

Functional Responsibility: A Business Analyst I provides analytical support while serving to help identify the scope and objectives of project engagements, as well as, remain focused on performance measures and indicators. A Business Analyst I also conducts analytical support and research within the Consulting Services arena. Assumes responsibility for analyzing and documenting data, conducting extensive research, and integrating business solutions. Performs financial and data modeling, evaluates current processes, and prepares appropriate documentation for client. Maintains accountability for process deliverables and business presentations to client. This position completes assigned engagement tasks within the project scope and budget, while meeting deliverable requirements.

Minimum Certifications and Education: Bachelor's degree OR recognized technical training school, major certifications (e.g., MCSE,CCNA, MCP, ETC.), and 3 additional years' experience.

Business Analyst II

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Minimum/General Experience: 5 years of experience in a related technical field, including managerial experience OR equivalent experience and training. A Business Analyst II has 5 years of industry experience at this level, and provides strong analytical support while serving to help identify the scope and objectives of project engagements, as well as, provide analytical support and research within the firm on a day-to-day basis. This position completes assigned engagement tasks within the project scope and budget, while meeting deliverable requirements. This position conducts research, and collects and distills data. A Business Analyst II is also expected to be proficient in industry best practice consulting methodology.

Functional Responsibility: A Business Analyst II provides analytical support while serving to help identify the scope and objectives of project engagements, as well as, remain focused on performance measures and indicators. Serves as analytical resource on engagement team by helping to formulate and define systems scope and objectives through research and fact-finding combined with a basic understanding of information technology, business systems and industry requirements. Assumes responsibility for analyzing and documenting data, conducting extensive research, and integrating business solutions. Performs financial and data modeling, evaluates current processes, and prepares appropriate documentation for client. Maintains accountability for process deliverables and business presentations to client.

Minimum Certifications and Education: Bachelor's degree OR recognized technical training school, major certifications (e.g., MCSE,CCNA, MCP, ETC.), and 3 additional years' experience.

Program Manager I

Minimum/General Experience: 10 years of experience in a related technical field, including managerial experience OR equivalent experience and training.

Functional Responsibility: Manages information technology programs/projects of moderate risk and complexity. May have deputy responsibility for a large program/project. Is frequently involved simultaneously in several programs/projects. Oversees program/project budget and schedules. May have primary responsibility for program/project growth. Serves as primary customer contact. Total value of programs/projects is generally between \$10 million and \$25 million (life of contracts). May be responsible for programs/projects of a lesser dollar value if they are more complex or developmental in nature.

Minimum Certifications and Education: Bachelor's degree OR recognized technical training school, major certifications (e.g., MCSE,CCNA, MCP, ETC.), and 3 additional years' experience.

Program Manager II

Minimum/General Experience: 12 years of experience in information technology or a related technical field, including managerial experience OR equivalent experience and training.

Functional Responsibility: Manages relatively complex and/or high-risk programs/projects. Oversees program/project budget and schedules. Responsible for program/project growth. May be responsible for marketing new technology or follow-on business acquisition. Total value of programs/projects is generally between \$25 million and \$50 million (life of contracts). May be responsible for

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programs/projects of a lesser dollar value if they are more complex or developmental in nature.

Minimum Certifications and Education: Bachelor's degree OR recognized technical training school, major certifications (e.g., MCSE,CCNA, MCP, ETC.), and 3 additional years' experience.

Desktop Engineer I

Minimum/General Experience: 4 years of information technology related experience OR equivalent experience and training.

Functional Responsibility: Performs non-routine assignments of substantial variety and complexity, using operational precedents that are not fully applicable. Develops or reviews designs by extracting and analyzing a variety of engineering data. Applies conventional desktop engineering practices to develop, prepare, or recommend schematics, designs, specifications, electrical drawings and parts specification lists. Conducts tests or experiments requiring selection and adaptation or modification of a wide variety of critical test equipment and test procedures; sets up and operates equipment and peripherals; records data, measures and records problems of significant complexity that sometimes require resolution at a higher level; and analyzes data and prepares test reports. Applies methods outlined by others to limited segments of research and development projects; constructs test or prototype models to meet engineering requirements. May be assisted by lower level technicians and have frequent contact with professionals and others within the project.

Minimum Certifications and Education: Bachelor's degree OR recognized technical training school, major certifications (e.g., MCSE,CCNA, MCP, ETC.), and 3 additional years' experience.

System Engineer III

Minimum/General Experience: 5 years of related experience OR equivalent experience and training.

Functional Responsibility: Defines, designs, and develops information technology system requirements. Assesses architecture and current hardware limitations, defines and designs complex system specifications, input/output processes, and working parameters for hardware/software compatibility. Coordinates design of subsystems and integration of total system. Analyzes and resolves difficult and complicated program support deficiencies. Conducts independent technical investigations in systems design. Coordinates and consolidates design efforts on major projects. May provide task direction to team members.

Minimum Certifications and Education: Bachelor's degree OR recognized technical training school, major certifications (e.g., MCSE,CCNA, MCP, ETC.), and 3 additional years' experience.

Subject Matter Expert Level IV

Minimum/General Experience: 12 years of information technology related experience OR equivalent training.

Functional Responsibility: Using line of business, functional area, or specialized technology expertise, analyzes, plans and establishes requirements; performs functional modeling; and develops procedures

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and functional architectures. Applies knowledge of state-of-the-art technology to process studies and analysis projects. Analyzes client requirements and recommends development or acquisition strategies. Assists client in developing strategic plans and concepts relative to the particular area of expertise. Advises client on the impact of new legislation or new technologies that are relevant to their agency. Demonstrates exceptional oral and written communication skills.

Minimum Certifications and Education: Bachelor's degree OR recognized technical training school, major certifications (e.g., MCSE,CCNA, MCP, ETC.), and 3 additional years' experience.

Help/Desktop Technician I

Minimum/General Experience: 1 year of related experience OR equivalent experience and training.

Functional Responsibility: Provides technical support of hardware, systems, sub-systems, and/or applications. Answers basic questions about installation, operation, configuration, customization, and usage of assigned products. Escalates problems to higher level of expertise within the organization.

Minimum Certifications and Education: Associate's degree OR recognized technical training school, major certifications (e.g., MCSE,CCNA, MCP, ETC.), and 3 additional years' experience.

Software Engineer IV

Minimum/General Experience: 10 years of related experience OR equivalent experience and training.

Functional Responsibility: Develops and applies advanced methods, theories, and research techniques in the investigation and solution of complex and advanced software applications and problems. Plans, conducts, technically directs, and evaluates projects or major phases of significant projects, coordinating the efforts of engineers and technical support staff in the performance of assigned projects.

Recommends corrections in technical applications and analysis. Evaluates vendor capabilities to provide required products or services. Provides technical consultation to other organizations. Excludes individuals whose responsibilities are primarily in applications programming.

Minimum Certifications and Education: Bachelor's degree OR recognized technical training school, major certifications (e.g., MCSE,CCNA, MCP, ETC.), and 3 additional years' experience.

Project Manager IV

Minimum/General Experience: 8 years of experience in a related technical field, including managerial experience OR equivalent experience and training. Three years project management experience plus five years of specialized experience in managing large information systems and five years' experience in a related field.

Functional Responsibility: Duties include but are not limited to overall management of project related tasks, installation, training, transition, maintenance, security, and acceptance. Provides supervisory technical and administrative direction for personnel performing tasks, including review of work products for correctness, adherence to the design concept and adherence to Government regulations and standards.

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Minimum Certifications and Education: Bachelor’s degree OR recognized technical training school, major certifications (e.g., MCSE,CCNA, MCP, ETC.), and 3 additional years’ experience.

Labor Category	Labor Rates for 6 April 2018 - 5 April 2019	Labor Rates for 6 April 2019 - 5 April 2020	Labor Rates for 6 April 2020 - 5 April 2021	Labor Rates for 6 April 2021 - 5 April 2022
IT Project Director	\$ 159.31	\$ 161.88	\$ 164.51	\$ 167.17
IT Program Manager III	\$ 142.01	\$ 144.31	\$ 146.65	\$ 149.02
IT Program Manager IV	\$ 148.61	\$ 151.01	\$ 153.46	\$ 155.94
IT Project Manager II	\$ 119.48	\$ 121.42	\$ 123.38	\$ 125.38
IT Project Manager IV	\$ 143.70	\$ 146.03	\$ 148.39	\$ 150.80
IT Task Leader	\$ 142.23	\$ 144.54	\$ 146.88	\$ 149.26
Software Developer I	\$ 106.99	\$ 108.73	\$ 110.49	\$ 112.28
Software Developer II	\$ 125.30	\$ 127.33	\$ 129.39	\$ 131.49
Software Developer III	\$ 129.79	\$ 131.90	\$ 134.03	\$ 136.20
Software Developer IV	\$ 135.41	\$ 137.60	\$ 139.83	\$ 142.09
IT Technical Architect I	\$ 141.04	\$ 143.32	\$ 145.64	\$ 148.00
IT Technical Architect II	\$ 159.87	\$ 162.46	\$ 165.09	\$ 167.76
IT Technical Architect III	\$ 175.08	\$ 177.92	\$ 180.80	\$ 183.72
Database Manager	\$ 125.30	\$ 127.33	\$ 129.39	\$ 131.49
Database Engineer I	\$ 101.69	\$ 103.34	\$ 105.01	\$ 106.71
Database Engineer II	\$ 106.99	\$ 108.73	\$ 110.49	\$ 112.28
Database Engineer III	\$ 125.69	\$ 127.72	\$ 129.79	\$ 131.89
Network Engineer	\$ 121.58	\$ 123.55	\$ 125.55	\$ 127.59
Senior Systems Engineer I	\$ 94.54	\$ 96.08	\$ 97.63	\$ 99.21
Senior Systems Engineer II	\$ 107.77	\$ 109.52	\$ 111.29	\$ 113.09
Senior Systems Engineer III	\$ 116.72	\$ 118.61	\$ 120.53	\$ 122.48
Senior Systems Engineer IV	\$ 131.31	\$ 133.44	\$ 135.60	\$ 137.79
Senior Systems Engineer V	\$ 142.01	\$ 144.31	\$ 146.65	\$ 149.02
System Administrator	\$ 73.17	\$ 74.36	\$ 75.56	\$ 76.79
System Analyst I	\$ 120.61	\$ 122.56	\$ 124.55	\$ 126.57
System Analyst II	\$ 136.17	\$ 138.38	\$ 140.62	\$ 142.90
IT Security Manager	\$ 120.42	\$ 122.37	\$ 124.35	\$ 126.36
IT Security Analyst I	\$ 101.43	\$ 103.07	\$ 104.74	\$ 106.44
IT Security Analyst II	\$ 116.72	\$ 118.61	\$ 120.53	\$ 122.48
Quality Assurance Analyst I	\$ 76.32	\$ 77.55	\$ 78.81	\$ 80.08
Quality Assurance Analyst II	\$ 83.38	\$ 84.73	\$ 86.10	\$ 87.49
Help Desk Manager	\$ 65.80	\$ 66.87	\$ 67.95	\$ 69.05
Help Desk Technician II	\$ 57.89	\$ 58.83	\$ 59.78	\$ 60.75
Help Desk Technician III	\$ 66.23	\$ 67.30	\$ 68.39	\$ 69.50
Web Designer I	\$ 111.86	\$ 113.67	\$ 115.51	\$ 117.38

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Web Designer II	\$ 115.94	\$ 117.82	\$ 119.73	\$ 121.67
Web Designer III	\$ 131.31	\$ 133.44	\$ 135.60	\$ 137.79
IT Recognized Expert I	\$ 131.31	\$ 133.44	\$ 135.60	\$ 137.79
IT Recognized Expert II	\$ 143.69	\$ 146.02	\$ 148.38	\$ 150.79
IT Recognized Expert III	\$ 165.00	\$ 167.67	\$ 170.38	\$ 173.14
IT Recognized Expert IV	\$ 178.97	\$ 181.87	\$ 184.82	\$ 187.81
IT Data Analytics Specialist I	\$ 82.68	\$ 84.02	\$ 85.38	\$ 86.76
IT Data Analytics Specialist II	\$ 97.27	\$ 98.84	\$ 100.44	\$ 102.07
IT Technical Writer I	\$ 62.25	\$ 63.26	\$ 64.28	\$ 65.32
IT Technical Writer II	\$ 68.09	\$ 69.19	\$ 70.31	\$ 71.45
IT Technical Writer III	\$ 72.95	\$ 74.13	\$ 75.33	\$ 76.55
IT Technical Writer IV	\$ 104.08	\$ 105.76	\$ 107.47	\$ 109.21
Multimedia Engineer I	\$ 76.59	\$ 77.83	\$ 79.09	\$ 80.37
Multimedia Engineer II	\$ 93.00	\$ 94.50	\$ 96.03	\$ 97.59
Multimedia Technician	\$ 49.24	\$ 50.03	\$ 50.84	\$ 51.67