Sanametrix, Inc. is a certified small-disadvantaged business headquartered in Arlington, VA. Our five core service offerings include agile software development, program management, research and analysis, data analytics and infrastructure services. These services are targeted to the unique needs of federal government 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.

**TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs)**

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FSC Group, Part, and Section or Standard Industrial Group (as applicable)
FSC Class(es)/Product code(s) and/or Service Codes (as applicable)

Sanametrix, Inc.
1530 Wilson Boulevard, Suite 670
Arlington, VA 22209
Phone: (888) 303-5205
Fax: 571-775-3885
www.sanametrix.com

Contract Number: **GS-35F-0329Y**
Period Covered by Contract: **April 6, 2022 – April 5, 2027**

General Services
Administration Federal
Acquisition Service

Pricelist current through Modification # (Original), dated 4/6/22.

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

1a. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s). See page 1.

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply. See page 49.

1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility, and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate “Not applicable” for this item. See page 34.

2. Maximum order:

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

- 511210 SOFTWARE LICENSES
- 54151 SOFTWARE MAINTENANCE SERVICES
- 5415S INFORMATION TECHNOLOGY PROFESSIONAL SERVICES
- OLM ORDER-LEVEL MATERIAL (OLM)

3. Minimum order.

The Minimum Order value for the following Special Item Numbers (SINs) is $50,000:

- 511210 SOFTWARE LICENSES
- 54151 SOFTWARE MAINTENANCE SERVICES
- 5415S INFORMATION TECHNOLOGY PROFESSIONAL SERVICES
- OLM ORDER-LEVEL MATERIAL (OLM)

4. Geographic coverage (delivery area).

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 outside of the 48 contiguous states, Washington, DC, Alaska, Hawaii, Puerto Rico, and U.S. Territories.
5. Point(s) of production (city, county, and State or foreign country).

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   Arlington, VA 22209

6. Discount from list prices or statement of net price.

   Prices shown are NET Prices; Basic Discounts have been deducted.

7. Quantity discounts. NONE

8. Prompt payment terms. Net 30 days

9a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold. ACCEPTED

9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold. ACCEPTED

10. Foreign items (list items by country of origin).

    NOT APPLICABLE

11a. Time of delivery. (Contractor insert number of days.)

    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)
    511210,5415S                As negotiated between Sanametrix and ordering agency.

11b. Expedited Delivery. The Contractor will insert the sentence “Items available for expedited delivery are noted in this price list.” under this heading. The Contractor may use a symbol of its choosing to highlight items in its price lists that have expedited delivery. NOT APPLICABLE

11c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery. NOT APPLICABLE

11d. Urgent Requirements. The Contractor will note in its price list the “Urgent Requirements” clause of its contract and advise agencies that they can also contact the Contractor’s representative to affect a faster delivery.

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.
12. F.O.B. point(s). NOT APPLICABLE

13a. Ordering address(es).

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Arlington, VA 22209

13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s) are found in Federal Acquisition Regulation (FAR) 8.405-3.

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.

c. FAR 8.405-3 Ordering procedures for supplies and services, the ordering procedures, information on Blanket Purchase Agreement (BPA’s) are found in Federal Acquisition Regulation 8.405-3.

14. Payment address(es).

Sanametrix, Inc.
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Arlington, VA 22209

15. Warranty provision.

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.
16. Export packing charges, if applicable. NOT APPLICABLE

17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level).

   Micro-purchase must be above $100.00 threshold.

18. Terms and conditions of rental, maintenance, and repair (if applicable). NOT APPLICABLE

19. Terms and conditions of installation (if applicable). NOT APPLICABLE

20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable). NOT APPLICABLE

20a. Terms and conditions for any other services (if applicable). NOT APPLICABLE

21. List of service and distribution points (if applicable). NOT APPLICABLE

22. List of participating dealers (if applicable). NOT APPLICABLE

23. Preventive maintenance (if applicable). NOT APPLICABLE

24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants). NOT APPLICABLE

24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g., contractor’s website or other location.) The EIT standards can be found at: www.Section508.gov/

   Electronic and Information Technology (EIT) at the following:

   www.sanametrix.com

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

25. Unique Entity ID. GG75WES61DK8

26. Notification regarding registration in Central Contractor Registration (CCR) database.

   Sanametrix has successfully registered in the Central Contractor Registration (CCR).
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.

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 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.

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 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.

**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
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 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 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 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’ 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.

**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. 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.

**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. Can resolve fewer 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.

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 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**

**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.

**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.

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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 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.

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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 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
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<th>Labor Category (Customer Site)</th>
<th>Labor Rates for 6 April 2022–5 April 2023</th>
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**IGCENTRIX PRODUCT DESCRIPTION (SINs 51210, 54151)**

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 Generals for Investigations and Deputy Inspector Generals for Investigation); Regional 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 2022

Sanametrix 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

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END USER LICENSE AGREEMENT

This End-User License Agreement (the “EULA”) is a **legal agreement** between [the Ordering Activity] (the “Licensee”), and Sanametrix, Inc (the “Company”), the author of IGCentrix (the “Software”), which may include associated media, printed materials, and “online” or electronic documentation.

By executing this agreement in writing, Licensee agrees to be **bound by the terms and conditions set forth in this EULA**. If Licensee does not agree to the terms and conditions set forth in this EULA, then do not execute this agreement.

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a. “Company” shall refer to the licensor, Sanametrix, Inc, located at 1120 20th St. NW, South Tower, Suite 200, Washington, DC 20036.

b. “Licensee” shall mean [the Ordering Activity], the entity that downloads and uses the Software.

c. “Software” shall mean IGCentrix, the deliverables provided pursuant to this EULA.

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**Non-Support.** Company has no obligation to Software support, or to continue providing or updating any of the Software unless maintenance services are purchased.

**Support.** Company will provide On Site / Phone Support / during normal business hours (9am – 5pm M-F).

**Terms of Agreement.** When the End User is an instrumentality of the U.S., recourse against the United States for any alleged breach of this Agreement must be made as a dispute under the contract Disputes Clause (Contract Disputes Act). During any dispute under the Disputes Clause, Company shall proceed diligently with performance of this Agreement, pending final resolution of any request for relief, claim, appeal, or action arising under the Agreement, and comply with any decision of the Contracting Officer.

**Integration.** Both parties agree that this EULA, along with the underlying GSA Schedule 70 Contract, Schedule Pricelist, and Purchase Orders are the complete and exclusive statements of the mutual understanding of the parties and supersedes and cancels all previous written and oral agreements and communications relating to the subject matter of this EULA.

**Jurisdiction.** This EULA shall be deemed to have been made in and shall be construed pursuant to the Federal laws of the United States. This EULA is made within the exclusive jurisdiction of the United States, and its jurisdiction shall supersede any other jurisdiction of either party’s election.

**Non-Transferable.** This EULA is not assignable or transferable by Licensee or Company without the prior written consent and approval of the other party; any attempt to do so shall be void. Procedures for
securing such approval are set forth in FAR 42.1204. Any notice, report, approval or consent required or permitted hereunder shall be in writing and will be deemed to have been duly given if delivered personally or mailed by first-class, registered or certified mail, postage prepaid to the respective addresses of the parties as set forth herein (or such other address as a party may designate by ten (10) days’ notice):

- Company Name:
- Company Address:
- Company City, State and Zip Code:
- Company Number:
- Company Fax Number:
- Company Contract Representative:
- Licensee Name:
- Licensee Address:
- Licensee City, State and Zip Code:
- Licensee Number:
- Licensee Fax Number:

Licensee Contract Representative: **Severability.** No failure to exercise, and no delay in exercising, on the part of either party, any privilege, any power or any rights hereunder will operate as a waiver thereof, nor will any single or partial exercise of any right or power hereunder preclude further exercise of any other right hereunder. If any provision of this EULA shall be adjudged by any court of competent jurisdiction to be unenforceable or invalid, that provision shall be limited or eliminated to the minimum extent necessary so that this EULA shall otherwise remain in full force and effect and enforceable.

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**Limited Liability.** Company shall not be liable to Licensee, or any other person or entity claiming through Licensee any loss of profits, income, savings, or any other consequential, incidental, special, punitive, direct or indirect damage, whether arising in contract, tort, warranty, or otherwise. Even if Company has been advised of the possibility of such damages. These limitations shall apply regardless of the essential purpose of any limited remedy. Under no circumstances shall Company’s aggregate liability to Licensee, or any other person or entity claiming through Licensee, exceed the contract price. THIS AGREEMENT SHALL NOT IMPAIR THE U.S. GOVERNMENT’S RIGHT TO RECOVER FOR FRAUD OR CRIMES ARISING OUT OF OR RELATED TO THIS CONTRACT UNDER ANY FEDERAL FRAUD STATUTE, INCLUDING THE FALSE CLAIMS ACT, 31 U.S.C. 3729-3733. FURTHERMORE, THIS CLAUSE SHALL NOT IMPAIR NOR PREJUDICE THE U.S. GOVERNMENT’S RIGHT TO EXPRESS REMEDIES PROVIDED IN THE GSA SCHEDULE CONTRACT (E.G., CLAUSE 552.238-75)
– PRICE REDUCTIONS, CLAUSE 52.212-4(H) – PATENT INDEMNIFICATION, AND GSAR 552.215-72

– PRICE ADJUSTMENT – FAILURE TO PROVIDE ACCURATE INFORMATION).

**Entire Agreement.** This Agreement, along with the underlying GSA Schedule 70 Contract, Schedule Pricelist, and Purchase Orders constitute the entire agreement between Company and Licensee and supersedes all prior understandings of Company and Licensee, including any prior representation, statement, condition, or warranty.