



**AUTHORIZED FEDERAL ACQUISITION SERVICE INFORMATION TECHNOLOGY SCHEDULE PRICELIST  
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT, SOFTWARE  
AND SERVICES**

<b>SIN</b>	<b>Description</b>	<b>FSC Class/FPDS Code</b>
132-51	Information Technology Professional Services	D301, D302, D306, D307, D308, D310, D311, D316, D399

**On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through *GSA Advantage!*®, a menu-driven database system. The INTERNET address *GSA Advantage!*® is: [GSAAdvantage.gov](http://GSAAdvantage.gov).**



**24725 W. 12 Mile Road, Suite 115  
Southfield, MI 48024**

**Phone: (248) 356-5160**

**Website: <http://www.infogateway.com>**

**Contract Number: GS-35F-0343R**

**Period Covered by Contract: **February 14, 2005 through February 13, 2020****

**Pricelist current through Modification # 27, dated May 4, 2015**

**For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at [fss.gsa.gov](http://fss.gsa.gov).**

**Business Classification: Minority Owned Small Business**

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**CUSTOMER INFORMATION:**

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

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**1b.**

Lowest Priced Labor Category	Price
Technical/Writer/Editor Level I	\$42.28/hr

**1c. Description of IT Services**

**Principal Program Manager** Minimum/General Experience: This position requires eighteen years overall and fifteen years of demonstrated capability to successfully lead engagements of major complexity overseeing multiple technical projects under the same program umbrella. Requires excellent organizational, management, communications, technical, and interpersonal skills. Functional Responsibility: Manages large engagements of multidisciplinary technology projects supporting the same program and involving systems development, enhancement, implementation, support, change management, and technical quality. Experience includes managing programs involving major ERP / COTS /DBMS and/or Complex systems maintenance. Coordinates contracts, schedules, subcontractors, and project/task managers. Has overall responsibility for the engagement and serves as the client's principal point of contact on technical, contractual and financial issues. Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. One year of related work experience may also be substituted for each year of required education.

**Lead Program Manager** Minimum/General Experience: This position requires fifteen years overall and twelve years of demonstrated capability to successfully lead engagements of major complexity overseeing multiple technical projects under the same program umbrella. Requires excellent organizational, management, communications, technical, and interpersonal skills. Functional Responsibility: Manages large engagements of multidisciplinary technology projects supporting the same program and involving systems development, enhancement, implementation, support, change management, and technical quality. Coordinates contracts, schedules, subcontractors, and project/task managers. Has overall responsibility for the engagement and serves as the client's principal point of contact on technical, contractual and financial issues. Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. One year of related work experience may also be substituted for each year of required education.

**Program Manager** Minimum/General Experience: This position requires twelve years overall and nine years of demonstrated capability to successfully lead engagements of significant scope and complexity with multidisciplinary teams of analysts, programmers, database engineers, etc. Requires excellent organizational, management, communications, technical, and interpersonal skills. Functional Responsibility: Manages large engagements of multidisciplinary technology projects involving systems development, enhancement, implementation, support, change management, and technical quality. Coordinates contracts, schedules, subcontractors, and project/task managers. Has overall responsibility

for the engagement and serves as the client's principal point of contact on technical, contractual and financial issues. Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. One year of related work experience may also be substituted for each year of required education.

**Subject Matter Expert** Minimum/General Experience: This position requires fifteen years overall and a minimum twelve years of leadership experience in making recommendations and advising on system and/or organization-wide improvements, optimization or maintenance efforts. Functional Responsibility: Provides technical and managerial direction for problem definition, analysis, requirements development, and implementation for complex to extremely complex systems in the subject matter area. Ensures system design and functionality is in compliance with agency and organization policies and standards. Designs processes to support present and future cross-functional system requirements and interfaces. Work functions involve information systems architecture, life cycle management, software development methodologies involving one or more of these: Complex Business Applications / COTS / ERP/ DBMS / Networking / Automation. Leads operations and/or support staff. Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. One year of related work experience may also be substituted for each year of required education.

**Principal Systems Consultant** Minimum/General Experience: This position requires fifteen years overall and a minimum twelve years of leadership experience in conducting requirements gathering, design, system alternatives and management analyses in a functional or technical role for Business Information Systems or ERP /COTS / DBMS and/or Complex Systems implementation. Functional Responsibility: Provides leadership and direction for engineering of systems, system elements, interfacing systems, components and/or processes. Possesses managerial, technical and/or business knowledge with capability to perform lead role in system architecture, design, quality and/or day-to-day functional/technical support of Complex Business Applications or ERP or COTS or DBMS systems. Leads operations and/or support staff. Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. One year of related work experience may also be substituted for each year of required education.

**Lead Systems Consultant** Minimum/General Experience: This position requires twelve years overall and a minimum ten years of experience in conducting design, system alternatives and management analyses in a functional or technical role for Business Information Systems or ERP /COTS / DBMS and/or Complex Systems implementation. Functional Responsibility: Provides leadership and direction for engineering of systems, system elements, interfacing systems, components and/or processes. Possesses managerial, technical and/or business knowledge with capability to perform lead role in system architecture, design, quality and/or day-to-day functional/technical support of Complex Business Applications or ERP or COTS or DBMS systems. Leads operations and/or support staff. Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. One year of related work experience may also be substituted for each year of required education.

**Systems Consultant** Minimum/General Experience: This position requires eight years overall and a minimum of six years experience in conducting design, system alternatives and management analyses in a functional or technical role for Business Application or ERP or DBMS system implementation. Functional Responsibility: Provides leadership and direction for engineering of systems, system elements, interfacing systems, components and/or processes. Possesses managerial, technical and/or business knowledge with capability to perform major role in system architecture, design, quality and/or day-to-day support of Business Applications or ERP or DBMS systems. Guides operations and support staff. Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Engineering,

Business, or other related scientific or technical discipline. One year of related work experience may also be substituted for each year of required education.

**Senior Information Analyst** Minimum/General Experience: This position requires ten years overall and a minimum of eight years of specialized experience in Web-applications/COTS development, Quality, integration and implementation for large scale business systems. Functional Responsibility: Analyzes, develops, and/or reviews computer software/data possessing a wide range of capabilities, including numerous engineering, business, and data management functions. Develops and/or oversees plans for large programs from each project inception to conclusion. Uses sound software engineering principles to architect/review robust solutions to serve client needs. Leads activities for the enterprise resource planning and management processes from economic analysis to data management to process engineering to solution testing and support. Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. One year of related work experience may also be substituted for each year of required education.

**Information Analyst** Minimum/General Experience: This position requires eight years overall and a minimum of six years of specialized experience in Web-Applications/COTS development, Quality, integraton and implementation for large scale business systems. Functional Responsibility: Analyzes, develops, and/or reviews computer software/data possessing a wide range of capabilities, including numerous engineering, business, and data management functions. Uses sound software engineering principles to architect/review robust solutions to serve client needs. Leads activities for the enterprise resource planning and management processes from economic analysis to data management to process engineering to solution testing and support. Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. One year of related work experience may also be substituted for each year of required education.

**Senior Quality Assurance Analyst** Minimum/General Experience: This position requires ten years overall and a minimum of seven years experience in verification and validation, software testing and integration, software metrics and their application to software quality assessment. Functional Responsibility: Establishes and maintains a process for evaluating software and associated documentation. Determines the resources required for quality control. Maintains the level of quality throughout the software life-cycle. Conducts formal and informal reviews at pre-determined points throughout the development life-cycle. Provides daily supervision and directs to support staff. Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. One year of related work experience may also be substituted for each year of required education.

**Quality Assurance Analyst** Minimum/General Experience: This position requires six years overall and a minimum of four years experience in verification and validation, software testing and integration, software metrics and their application to software quality assessment. Functional Responsibility: Assists in establishing and maintaining processes for evaluating the quality of software and associated documentation. Determines the resources required for quality control. Maintains the level of quality throughout the software life cycle. Conducts formal and informal reviews at predetermined points throughout the development life cycle. Ensures effective configuration control during the software development life cycle. Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. One year of related work experience may also be substituted for each year of required education.

**Lead Computer Systems Analyst** Minimum/General Experience: This position requires twelve years overall and a minimum nine years of experience in review, requirements gathering, analysis, design, specification, feasibility, cost, and implementation for enterprise wide or large scale system for business.

**Functional Responsibility:** Analyzes, develops, and/or reviews computer software possessing a wide range of capabilities, including numerous engineering, business, and data management functions. Develops and/or oversees plans for large automated data processing systems from project inception to conclusion. Analyzes information to be processed. Defines and analyzes problems and leads system requirements and program specifications process, from which programmers prepare detailed flow charts, programs, and tests. Leads and coordinates closely with programmers to ensure proper implementation of program and system specifications. Provides advice and leads the installation, conversion, testing, implementation, and ongoing maintenance of the hardware/software systems. **Minimum Education:** A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. One year of related work experience may also be substituted for each year of required education.

**Senior Computer Systems Analyst** **Minimum/General Experience:** This position requires ten years overall and a minimum of seven years of experience in review, requirements gathering, analysis, design, specification, feasibility, cost, and implementation for enterprise wide or large scale system for business. **Functional Responsibility:** Analyzes, develops, and/or reviews computer software possessing a wide range of capabilities, including numerous engineering, business, and data management functions. Develops and/or oversees plans for large automated data processing systems from project inception to conclusion. Analyzes information to be processed. Defines and analyzes problems and develops system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Coordinates closely with programmers to ensure proper implementation of program and system specifications. Develops, in conjunction with functional users, system alternative solutions. Provides support for the installation, conversion, testing, implementation, and ongoing maintenance of the hardware/software systems. **Minimum Education:** A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. One year of related work experience may also be substituted for each year of required education.

**Computer Systems Analyst - Level II** **Minimum/General Experience:** This position requires eight years overall and a minimum five years of experience in review, requirements gathering, analysis, design, specification, feasibility, cost, and implementation of a large scale computer system for business. **Functional Responsibility:** Analyzes, develops, and/or reviews computer software possessing a wide range of capabilities, including numerous engineering, business, and records management functions. Develops and plans for automated data processing systems from project inception to conclusion. Analyzes information to be processed. Defines and analyzes problems and develops system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Coordinates closely with programmers to ensure proper implementation of program and system specifications. Develops, in conjunction with functional users, system alternative solutions. Provides support for the installation, conversion, testing, implementation, and ongoing maintenance of the hardware/software systems. **Minimum Education:** A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. One year of related work experience may also be substituted for each year of required education.

**Computer Systems Analyst - Level I** **Minimum/General Experience:** This position requires six years overall and a minimum of three years of experience in review, requirements gathering, analysis, design, specification, feasibility, cost, and implementation of a computer system for business. **Functional Responsibility:** Analyzes, develops, and/or reviews computer software possessing a wide range of capabilities, including numerous engineering, business, and data management functions. Analyzes information to be processed. Defines and analyzes problems and develops system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Coordinates closely with programmers to ensure proper implementation of program and system specifications. Develops, in conjunction with functional users, system alternative solutions. Provides

support for the installation, conversion, testing, implementation, and ongoing maintenance of the hardware/software systems. Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. One year of related work experience may also be substituted for each year of required education.

**Senior Computer Programmer** Minimum/General Experience: This position requires a minimum of seven years of experience in providing computer software application development and maintenance support. Functional Responsibility: Analyzes functional business/technical applications and design specifications for functional activities. Performs assigned portions of design, programming, documentation for all IT/ADP systems. Participates in multiple phases of software development with emphasis on the programming, testing and acceptance phases. Supports the preparation of technical reports and related documentation. Helps in preparation of required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency. Must demonstrate the ability to work independently or under only general direction. Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. One year of related work experience may also be substituted for each year of required education.

**Computer Programmer - Level II** Minimum/General Experience: This position requires a minimum of five years of experience in providing computer software application development and maintenance support. Functional Responsibility: Analyzes functional business/technical applications and design specifications for functional activities. Performs assigned portions of design, programming, documentation for all IT/ADP systems. Participates in multiple phases of software development with emphasis on the programming, testing and acceptance phases. Supports the preparation of technical reports and related documentation. Helps in preparation of required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency. Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. One year of related work experience may also be substituted for each year of required education.

**Computer Programmer - Level I** Minimum/General Experience: This position requires a minimum of three years of experience in providing computer software application development and maintenance support. Functional Responsibility: Performs assigned portions of design, programming, documentation for all IT/ADP systems. Participates in assigned phases of software development with emphasis on the programming, testing and acceptance phases. Supports the preparation of technical reports and related documentation. Helps in preparation of required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency. Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. One year of related work experience may also be substituted for each year of required education.

**Lead Database Analyst** Minimum/General Experience: This position requires a minimum twelve years of experience with at least ten year specialized experience in solution design, architecture and hands-on implementation in some of the following: Latest Database Management Systems (DBMS) technologies, COTS products, Middleware products/tools, Portals, Business Intelligence tools, ETL, Reporting & Analytical tools, etc. Also requires knowledge of the principles, methods and techniques used in all phases of database development, design, including business analysis, event modeling, logical and physical database design, data access analysis and design, DBMS optimization, archive and recovery strategy, load strategy design and implementation, security, and change management. Functional Responsibility: Provides solution design, architecture, and hands-on implementation of complex systems utilizing database management systems, Data Modeling, ETL, Business Intelligence tools and products

from multiple vendors. Leads analysis of information needs , data relationships, attributes, data flow and storage requirements; Leads activities related to data modeling, data acquisition, access analysis and design, archive, recovery, and load strategy design and implementation; coordinates new data development ensuring consistency and integration with existing data warehouse structure; designs data structures to accommodate database production, storage, maintenance, and accessibility; guides continuous improvement efforts in enhancing performance and providing increased functionality; performs upgrades and maintenance of hardware and software; provides technical support and guidance to users; maintains current knowledge of relevant hardware and software applications as assigned .Directs staff and provides team leadership. Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. One year of related work experience may also be substituted for each year of required education.

**Senior Database Analyst** Minimum/General Experience: This position requires a minimum ten years of experience with at least eight year specialized experience in some of the following: Latest Database Management Systems (DBMS) technologies, COTS products, Middleware products/tools, Portals, Business Intelligence tools, ETL, Reporting & Analytical tools, etc. Also requires knowledge of the principles, methods and techniques used in all phases of database development, design, including business analysis, event modeling, logical and physical database design, data access analysis and design, DBMS optimization, archive and recovery strategy, load strategy design and implementation, security, and change management.Functional Responsibility: Provides technical expertise and guidance in the design, implementation, operation and maintenance of database management systems, related products and tools. Analyzes information needs , data relationships, attributes, data flow and storage requirements; participates in data modeling, data acquisition, access analysis and design, archive, recovery, and load strategy design and implementation; coordinates new data development ensuring consistency and integration with existing data warehouse structure; designs data structures to accommodate database production, storage, maintenance, and accessibility; participates in continuous improvement efforts in enhancing performance and providing increased functionality; performs upgrades and maintenance of hardware and software; provides technical support and guidance to users; maintains current knowledge of relevant hardware and software applications as assigned.Directs staff and provides team leadership. Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. One year of related work experience may also be substituted for each year of required education.

**Database Administrator - Level III** Minimum/General Experience: This position requires a minimum of ten years experience with at least seven year specialized experience in current Database Management Systems (DBMS) technologies, application design utilizing various DBMS and experience with DBMS internals. Functional Responsibility: Provides technical expertise and guidance in the design, implementation, operation and maintenance of database management systems. Evaluates and recommends latest DBMS products after matching requirements with system capabilities. Defines file organization, indexing methods, and security procedures for specific applications. Controls access to databases. Assures the safekeeping of the databases and monitors the use of databases. Defines database administration policies, procedures, standards and guidelines. Prepares and delivers presentations on DBMS concepts and usage. Directs staff and provides team leadership. Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. One year of related work experience may also be substituted for each year of required education.

**Database Administrator - Level II** Minimum/General Experience: This position requires a minimum of seven years experience in current Database Management Systems (DBMS) technologies, application design utilizing various DBMS and experience with DBMS internals. Functional Responsibility: Provides technical expertise and guidance in the design, implementation, operation and maintenance of database

management systems. Evaluates and recommends available DBMS products after matching requirements with system capabilities. Defines file organization, indexing methods, and security procedures for specific applications. Controls access to databases. Assures the safekeeping of the databases and monitors the use of databases. Defines database administration policies, procedures, standards and guidelines. Prepares and delivers presentations on DBMS concepts and usage. Directs staff and provides team leadership. Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. One year of related work experience may also be substituted for each year of required education.

**Database Administrator - Level I** Minimum/General Experience: This position requires a minimum of five years experience in current Database Management Systems (DBMS) technologies, application design utilizing various DBMS and experience with DBMS internals. Functional Responsibility: Provides technical expertise and guidance in the design, implementation, operation and maintenance of database management systems for specific projects. Evaluates and recommends available DBMS products after matching requirements with system capabilities. Defines file organization, indexing methods, and security procedures for specific applications. Controls access to databases. Assures the safekeeping of the databases and monitors the use of databases. Defines database administration policies, procedures, standards and guidelines. Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. One year of related work experience may also be substituted for each year of required education.

**Principal System Administrator** Minimum/General Experience: This position requires fifteen years overall and a minimum of twelve years advanced knowledge in one or more of the following: supervision & operations management; Network design & administration; Data Communications design, planning & implementation. Functional Responsibility: Provides technical direction and supervision for operations staff, network engineering personnel and/or data communications staff. Evaluates existing systems to identify deficiencies and performance improvements. Resolves interoperability problems to obtain operations across all platforms. Directs system configuration per user requirements. Provides technical guidance in the matters of operational aspects, network layouts, and communication systems. Manages and directs system administration staff from multiple projects at the program level. Interfaces with client and/or agency personnel. Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. One year of related work experience may also be substituted for each year of required education.

**Lead System Administrator** Minimum/General Experience: This position requires fifteen years overall and a minimum of twelve years specialized experience providing day-to-day supervision of the activities associated with High Performance, Mid Range, Workstation, Network (LAN/WAN), Protocols and Operating Systems Installations, system tuning, etc. Functional Responsibility: Supervises and manages the daily activities of configuration and operation of program level business systems which may be mainframe, mini, or client/server based. Optimizes system operation and resource utilization, and performs system capacity analysis and planning. Provides assistance to users in accessing and using business systems. Directs system administration staff from multiple projects at the program level. Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. One year of related work experience may also be substituted for each year of required education.

**Senior System Administrator** Minimum/General Experience: This position requires twelve years overall and a minimum of ten years specialized experience providing day-to-day supervision of the activities associated with High Performance, Mid Range, Workstation, Network (LAN/WAN), Protocols and Operating Systems Installations, system tuning, etc. Functional Responsibility: Supervises and manages the daily activities of configuration and operation of project level business systems which may

be mainframe, mini, or client/server based. Optimizes system operation and resource utilization, and performs system capacity analysis and planning. Provides assistance to users in accessing and using business systems. Directs system administration staff at the project level. Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. One year of related work experience may also be substituted for each year of required education.

**System Administrator – Level III** Minimum/General Experience: This position requires ten years overall and a minimum of eight years specialized experience providing day-to-day supervision of the activities associated with High Performance, Mid Range, Workstation, Network (LAN/WAN), Protocols and Operating Systems Installations, system tuning, etc. Functional Responsibility: Supervises and manages the daily activities of configuration and operation of business systems which may be mainframe, mini, or client/server based. Optimizes system operation and resource utilization, and performs system capacity analysis and planning. Provides assistance to users in accessing and using business systems. May direct staff. Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. One year of related work experience may also be substituted for each year of required education.

**System Administrator – Level II** Minimum/General Experience: This position requires eight years overall and a minimum of five years specialized experience in management and administration open systems-compliant systems. Functional Responsibility: Supervises and manages the daily activities of configuration and operation of business systems which may be mainframe, mini, or client/server based. Optimizes system operation and resource utilization, and performs system capacity analysis and planning. Provides assistance to users in accessing and using business systems. May direct staff. Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. One year of related work experience may also be substituted for each year of required education.

**Network Administrator – Level II** Minimum/General Experience: This position requires a minimum of five years general experience and three years specialized experience providing LAN/WAN installation and hardware/software support and Server support. Functional Responsibility: Provides direction on LAN/WAN acquisition, installation and maintenance support. Evaluates and troubleshoots LAN/MAN/WAN and other network related problems, provides technical expertise for performance and configuration of networks. Performs general LAN/MAN/WAN administration. Optimizes network topologies and site configurations. Coordinates requirements with users and suppliers. May direct staff. Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. One year of related work experience may also be substituted for each year of required education.

**Network Administrator – Level I** Minimum/General Experience: This position requires a minimum of three years general experience and two years of experience providing LAN/WAN installation and hardware/software support and Server support. Functional Responsibility: Under general direction provides LAN/WAN acquisition, installation and maintenance support. Evaluates and troubleshoots LAN/MAN/WAN and other network related problems, provides technical expertise for performance and configuration of networks. Performs general LAN/MAN/WAN administration. Optimizes network topologies and site configurations. Coordinates requirements with users and suppliers. Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. One year of related work experience may also be substituted for each year of required education.

**Help Desk Analyst - Level II Minimum/General Experience:** This position requires a minimum of five years experience in management of help desks in a multi-server or mainframe environment, comprehensive knowledge of PC/mainframe operating systems, as well as knowledge of networking and mail standards and supervision of help desk employees. **Functional Responsibility:** Supervises staff responsible for phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, mainframe operating systems and applications developed or deployed under this task order. These personnel serve as the first point of contact for troubleshooting hardware/software, PC, and printer problems. **Minimum Education:** An Associate's Degree or equivalent. One year of related work experience may also be substituted for each year of required education.

**Help Desk Analyst - Level I Minimum/General Experience:** This position requires a minimum of three years of experience in a multi-server or mainframe help desk or customer service role. Knowledge of PC and/or mainframe operating systems, as well as applicable networking and mail standards. **Functional Responsibility:** Provides phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, network hook-ups, mainframe operating systems, and applications developed under this task order or predecessors. Serves as the initial point of contact for troubleshooting hardware/software, workstation, network, and peripheral problems. Maintains status reports and records of maintenance. **Minimum Education:** An Associate's Degree or equivalent. One year of related work experience may also be substituted for each year of required education.

**Technical Writer/Editor-Level II Minimum/General Experience:** This position requires five years of demonstrated experience in technical writing and editorial support. **Functional Responsibility:** Assists in collection and organizing information required for preparation of user manuals, training materials, installation guides, proposals, and reports. Edits functional descriptions, system specifications, user manuals, special reports, or any other customer deliverables and documents. Must demonstrate the ability to work independently or under only general direction. **Minimum Education:** Associate's Degree, or a related Technical Certificate from a Technical School or recognized Vocational Program. In lieu of education an additional two years of experience is required.

**Technical Writer/Editor-Level I Minimum/General Experience:** This position requires three years of demonstrated experience in technical writing and editorial support. **Functional Responsibility:** Assists in collection and organizing information required for preparation of user manuals, training materials, installation guides, proposals, and reports. Edits functional descriptions, system specifications, user manuals, special reports, or any other customer deliverables and documents. Assists in performing financial and administrative functions. **Minimum Education:** An Associate's Degree or equivalent. One year of related work experience may also be substituted for each year of required education.

**2. Maximum order: \$500,000**

**3. Minimum order: \$100.00**

**4. Geographic coverage: Domestic & Overseas Delivery**

**5. Point(s) of production: Southfield, Oakland County, Michigan 48024**

**6. Discount from list prices or statement of net price: Prices shown are net, discounts have been applied.**

**7. Quantity discounts: None**

**8. Prompt payment terms. None**

**9a & b. Notification that Government purchase cards are accepted at or below the micro-purchase threshold. Information Gateways, Inc. accepts credit card payment below and above the micro purchase threshold.**

10. Foreign items (list items by country of origin). **N/A**

11a. Time of delivery. **Information Gateways, Inc. shall deliver to destination within the number of calendar days specified on the order and as negotiated between the ordering activity and Information Gateways, Inc.**

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.

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.

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 effect a faster delivery.

12. F.O.B. point(s). **Destination**

13a. Ordering address(es): **Information Gateways, Inc. 24725 W. 12 Mile Road, Suite 115 Southfield, MI 48024**

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.

14. Payment address(es) **Information Gateways, Inc. 24725 W. 12 Mile Road, Suite 115 Southfield, MI 48024**

15. Warranty provision. **N/A**

16. Export packing charges, if applicable. **N/A**

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

18. Terms and conditions of rental, maintenance, and repair (if applicable). **N/A**

19. Terms and conditions of installation (if applicable). **N/A**

20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable). **N/A**

20a. Terms and conditions for any other services (if applicable). **N/A**

21. List of service and distribution points (if applicable). **N/A**

22. List of participating dealers (if applicable). **N/A**

23. Preventive maintenance (if applicable). **N/A**

24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants). **N/A**

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/](http://www.Section508.gov/).

25. **Data Universal Number System (DUNS) number: 17499903**

26. Notification regarding registration in Central Contractor Registration (CCR) database. **Information Gateways, Inc. is registered in the System for Award Management (SAM).**

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

**1. SCOPE**

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

**2. PERFORMANCE INCENTIVES I-FSS-60 (APRIL 2000)**

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

**3. ORDER**

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

**4. PERFORMANCE OF SERVICES**

- a. Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c. The Agency should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
- d. Any contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

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

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

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

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

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

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

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

**6. INSPECTION OF SERVICES**

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

**7. RESPONSIBILITIES OF THE CONTRACTOR**

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

**8. RESPONSIBILITIES OF THE ORDERING ACTIVITY**

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

## **9. INDEPENDENT CONTRACTOR**

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

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

### **a. Definitions.**

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

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

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

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

## **11. INVOICES**

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

## **12. PAYMENTS**

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

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

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

- (1) The offeror;
- (2) Subcontractors; and/or

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

**14. INCIDENTAL SUPPORT COSTS**

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

**15. APPROVAL OF SUBCONTRACTS**

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

**16. IT LABOR CATEGORY HOURLY RATES PRICING**

<b>Item Number</b>	<b>Labor Category</b>	<b>Labor Rate</b>
SIN-132-51-009	Principal Program Manager	\$ 183.07
SIN-132-51-011	Lead Program Manager	\$ 143.19
SIN-132-51-012	Program Manager	\$ 102.43
SIN-132-51-008	Subject Matter Expert	\$ 167.95
SIN-132-51-015	Principal Systems Consultant	\$ 164.44
SIN-132-51-016	Lead Systems Consultant	\$ 141.58
SIN-132-51-019	Systems Consultant	\$ 126.81
SIN-132-51-020	Senior Information Analyst	\$ 102.44
SIN-132-51-021	Information Analyst	\$ 96.92
SIN-132-51-022	Senior Quality Assurance Analyst	\$ 83.06
SIN-132-51-023	Quality Assurance Analyst	\$ 70.40
SIN-132-51-025	Lead Computer Systems Analyst	\$ 97.35
SIN-132-51-026	Senior Computer Systems Analyst	\$ 84.78
SIN-132-51-027	Computer Systems Analyst-Level II	\$ 79.42
SIN-132-51-028	Computer Systems Analyst-Level I	\$ 76.51
SIN-132-51-031	Senior Computer Programmer	\$ 73.41
SIN-132-51-032	Computer Programmer-Level II	\$ 66.19
SIN-132-51-033	Computer Programmer-Level I	\$ 60.41
SIN-132-51-038	Lead Database Analyst	\$ 133.85
SIN-132-51-039	Senior Database Analyst	\$ 122.93
SIN-132-51-040	Database Administrator - Level III	\$ 100.26
SIN-132-51-042	Database Administrator-Level II	\$ 72.14
SIN-132-51-047	Principal System Administrator	\$ 112.76

<b>Item Number</b>	<b>Labor Category</b>	<b>Labor Rate</b>
SIN-132-51-048	Lead System Administrator	\$ 112.48
SIN-132-51-049	Senior System Administrator	\$ 102.44
SIN-132-51-050	System Administrator – Level III	\$ 95.33
SIN-132-51-052	System Administrator-Level II	\$ 87.79
SIN-132-51-057	Network Administrator-Level II	\$ 68.36
SIN-132-51-058	Network Administrator-Level I	\$ 63.81
SIN-132-51-065	Help Desk Analyst-Level II	\$ 57.95
SIN-132-51-066	Help Desk Analyst-Level I	\$ 50.64
SIN-132-51-075	Technical Writer/Editor-Level II	\$ 59.71
SIN-132-51-076	Technical Writer/Editor-Level I	\$ 42.28