U.S. General Services Administration
Federal Supply Service

Authorized Federal Supply Schedule Price List

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.

GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY, SOFTWARE AND SERVICES

Consolidated GSA Multiple Award Schedule

FSC Group: 70  FSC Class: Various

Specific Scope of Contract
Special Item No. 54151S Information Technology Professional Services

Precision Task Group, Inc.
9801 Westheimer Road, Suite 803
Houston, TX 77042
Contracts Department (713) 781-7481
www.ptg.com

Business Type: Small, Small Disadvantaged  DUNS Number: 784558702

Contract Number: GS-35F-035GA

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at fss.gsa.gov.

Contract period: October 29, 2016 - October 28, 2021

GSA Contract Administrator:
Michael Baudler
michael.baudler@ptg.com
713-787-1112
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I. Customer Information

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

**SIN 54151S – INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES**

<table>
<thead>
<tr>
<th>Government Site</th>
<th>Labor Category</th>
<th>Year 1</th>
<th>Year 2</th>
<th>Year 3</th>
<th>Year 4</th>
<th>Year 5</th>
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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.

Refer to the table in 1a. above.

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.
Please see Section II.

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

3. **Minimum order**: $100


5. **Point(s) of production (city, county, and State or foreign country)**. Houston, Texas

6. **Discount from list prices or statement of net price**. None

7. **Quantity discounts**. None

8. **Prompt payment terms**. None

9a. **Notification that Government purchase cards are accepted at or below the micro-purchase threshold**. Government Credit Cards are not accepted for orders at or below the micro-purchase threshold.

9b. **Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold**. Government Credit Cards are not accepted for orders above the micro-purchase threshold.

10. **Foreign items**. None

11a. **Time of delivery**. The Contractor shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below:

<table>
<thead>
<tr>
<th>Special Item Number</th>
<th>Description</th>
<th>Delivery Time (Days ARO)</th>
</tr>
</thead>
<tbody>
<tr>
<td>132-51</td>
<td>IT Professional Services</td>
<td>To be agreed upon by contractor and ordering activity</td>
</tr>
</tbody>
</table>

11b. **Expedited Delivery**. Items available for expedited delivery are noted in this price list.

11c. **Overnight and 2-day delivery**. Not applicable.

11d. **Urgent Requirements**. When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.
12. **F.O.B. point.** Destination.

13a. **Ordering address.**

   Precision Task Group, Inc.
   9801 Westheimer, Suite 803
   Houston, TX 77042
   713-781-7481
   michael.baudler@ptg.com

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.**

   Precision Task Group, Inc.
   Attn: Accounts Payable
   9801 Westheimer, Suite 803
   Houston, TX 77042

15. **Warranty provision.**

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

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

16. **Export packing charges, if applicable.** Not applicable.

17. **Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level).** Not applicable.

18. **Terms and conditions of rental, maintenance, and repair.** 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/](http://www.Section508.gov/). Precision Task Group, Inc. certifies that it is in accordance with 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d), FAR 39.2, and the Architectural and Transportation Barriers Compliance Board Electronic and Information Technology (EIT) Accessibility Standards (36 CFR 1194) General Services Administration (GSA), that all IT hardware/software/services are 508 compliant.

25. **Data Universal Number System (DUNS) number.** 784558702

26. **Notification regarding registration in Central Contractor Registration (CCR) database.** Precision Task Group, Inc. is registered in the Central Contractor Registration (CCR) Database.
II. Labor Category Descriptions

GSA APPROVED LABOR CATEGORY DESCRIPTIONS

EXECUTIVE PROGRAM DIRECTOR

*General Experience*: The Executive Program Director is capable of leading projects that involve the successful management of teams composed of information technology professionals and/or other technical and business disciplines who have been involved in analysis, design, integration, documenting, extending and implementing automated information and/or other advanced technology systems. Must have proven skills relevant to the delivery/task order to be managed including one of the following; Program/Project Management, Enterprise Solutions Assurance, Independent Validation and Verification (IV&V), Enterprise Resources Planning (ERP) systems, Enterprise Performance Management, Customer Relationship Management (CRM) solutions, and Enterprise Integration technology, tools, and solutions.

*Functional Responsibilities*: Performs management of overall project/contract support functions, possibly involving multiple projects and groups of personnel at multiple locations. Organizes, directs, and coordinates the planning and production of all contract support activities. Executive Program Directors demonstrate excellence in program management, and are specifically proficient in risk management, contingency planning, and program control strategies. Executive Program Directors also are recognized experts in the areas of complex program management practices and have deep expertise in specific industries. Executive Program Directors provide the primary interface with client management personnel regarding strategic issues, and direct the completion of projects within estimated time frames and budget constraints.

An Executive Program Director is qualified to perform such tasks as:
- Planning and managing the work of information technology project teams
- Designing and implementing change management programs in support of technology initiatives
- Streamlining, reengineering and transforming business processes
- Ensuring consistency of quality across multiple projects

*Minimum Education and Experience*:

Executive Program Director: 16 years of relevant experience and a Bachelor’s degree or higher in business, information systems or related field, or equivalent experience directly related to the functional responsibilities of the position.
SENIOR SUBJECT MATTER EXPERT

General Experience: The continual evolution of new technologies and specialized skills minimize the emphasis placed upon the relevant experience the person may possess. What is critical is that they build and maintain expert skills in the required functional areas.

Functional Responsibilities: Provides technical and managerial expert consultative support to a functional area of the project. Provide extremely high-level functional system development or analysis. Position incorporates the design, integration, documentation, implementation and analysis on complex problems requiring knowledge of the technical subject matter. Makes recommendations and advises on organizational-wide systems improvements, optimization or maintenance efforts for a technical functional area which may include: Core Enterprise Applications, Enterprise Resource Planning (ERP), Supply Chain Management (SCM), Enterprise Application Integration (EAI), Enterprise Architecture & Security, Business Intelligence (BI), Customer Relationship Management (CRM), Web Services Development, Distributed Systems Development, Intranet, E-Commerce, Client-Server Development, Database Design and Development, Integration Services, IT Strategic Planning, Systems Analysis and Needs Assessment, and Business Process Reengineering.

Minimum Education: Specific skills and education that pertain to specialized requirements of the project.

Years of Experience:
Senior Subject Matter Expert I: 14
Senior Subject Matter Expert II: 18

PROGRAM MANAGER

General Experience: Program Manager must possess experience with IT related programs and projects. The Program Manager has extensive experience planning and managing large-scale or complex programs and have demonstrated the ability to set and maintain overall direction for a program; to control overall scope, budget, and schedule for complex, multi-project programs; and the ability to communicate client executive management to ensure that critical program related issues are addressed.

Functional Responsibilities: The Program Manager has management authority for the program and is responsible for overall contract performance. The Program Manager is responsible for providing overall direction to the program, works directly with the project/task managers on each project within the program, and ensures that the program is executed on schedule and within budget. The Program Manager also provides expert functional and management guidance in such areas as Core Enterprise Applications, Enterprise Resource Planning (ERP), Supply Chain
Management (SCM), Enterprise Application Integration (EAI), Enterprise Architecture & Security, Business Intelligence (BI), Customer Relationship Management (CRM), Web Services Development, Client-Server Development, Database Design and Development, Integration Services, IT Strategic Planning, Systems Analysis and Needs Assessment, and/or Business Process Reengineering to the project. The Program Manager also meets regularly with client management to discuss status and resolve program related issues.

Minimum Education:

Bachelor’s Degree or equivalent experience

Years of Experience:
Program Manager I: 12
Program Manager II: 14
Program Manager III: 15

PROJECT MANAGER

General Experience: Project Manager possess experience with IT related projects to include experience in information systems implementation, change management efforts or business process redesign. Must also possess extensive experience planning and managing large-scale or complex projects and have demonstrated the ability to manage projects to achieve the desired results on schedule and within budget.

Functional Responsibilities: The Project Manager will provide day-to-day direction and control of large or complex IT projects in areas such as Core Enterprise Applications, Enterprise Resource Planning (ERP), Supply Chain Management (SCM), Enterprise Application Integration (EAI), Enterprise Architecture & Security, Business Intelligence (BI), Customer Relationship Management (CRM), Web Services Development, Client-Server Development, Database Design and Development, Integration Services, IT Strategic Planning, Systems Analysis and Needs Assessment, and/or Business Process Reengineering. The Project Manager is responsible for developing the overall project work plan and monitors the execution of the project against the work plan. The Project Manager provides technical and functional guidance to the project teams, monitors the progress of tasks and deliverables, tracks and reports project status to client, and ensures that all critical project issues are addressed.

Minimum Education: Bachelor’s Degree or equivalent experience

Years of Experience:
Project Manager I: 6
Project Manager II: 8
Project Manager III: 10
SYSTEM IMPLEMENTATION SPECIALIST

*General Experience:* System Implementation Specialist possess experience in information systems implementation, change management efforts or business process redesign, including at least 6 months experience in premium technologies. Experience is in one or more of the following areas: Core Enterprise Applications, Enterprise Resource Planning (ERP), Supply Chain Management (SCM), Enterprise Application Integration (EAI), Enterprise Architecture & Security, Business Intelligence (BI), Customer Relationship Management (CRM), Web Services Development, Distributed Systems Development, Intranet, E-Commerce, Client-Server Development, Database Design and Development, Integration Services, IT Strategic Planning, Systems Analysis and Needs Assessment, and Business Process Reengineering.

*Functional Responsibilities:* System Implementation Specialists possess special skills in premium technologies, such as packaged enterprise software tools (e.g., Baan, SAP, PeopleSoft, Oracle and Manugistics) and other premium market-driven technologies. A Systems Implementation Specialist is qualified to perform tasks such as:

- Develop functional and technical information system designs
- Supervise business integration analysts in the development of software designs, computer programming, system testing or training curricula
- Lead business process redesign teams in the development of new business process architectures
- Design training programs for information systems users
- Participate in quality reviews to ensure work complies with specified standards
- Develop teamwork plans
- Perform workflow analyses
- Design and manage databases
- Define information systems requirements
- Assist in project budget preparation

*Minimum Education:* Bachelor’s Degree or equivalent experience

*Years of Experience:*
- System Implementation Specialist I: 3
- System Implementation Specialist II: 4
- System Implementation Specialist III: 6

PROGRAMMER ANALYST
**General Experience:** Programmers have strong analytical and technical skills and have been trained in the use of systems development methodology. Programmers have demonstrated the ability to successfully turn requirements specification packages into unit-tested code. Programmers are specialized in developing code related to the following areas: Core Enterprise Applications, Enterprise Resource Planning (ERP), Supply Chain Management (SCM), Enterprise Application Integration (EAI), Enterprise Architecture & Security, Business Intelligence (BI), Customer Relationship Management (CRM), Web Services Development, Distributed Systems Development, Intranet, E-Commerce, Client-Server Development, Database Design and Development.

**Functional Responsibilities:** Under the direction of systems analysts and team leaders, our Programmers analyze functional and technical requirements, prepare systems designs and GSA Contract specifications, and perform systems development, testing, conversion, and production support tasks. They also develop required systems and operation documentation.

**Minimum Education:** Bachelor’s Degree or equivalent experience

**Years of Experience:**
- System Implementation Specialist I: 1
- System Implementation Specialist II: 3
III. Terms and Conditions Applicable to Information Technology (IT) Professional Services (Special Item Number 132-51)

****NOTE: All non-professional labor categories must be incidental to, and used solely to support professional services, and cannot be purchased separately.

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

2. PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000)
   a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.
   b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
   c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity’s mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

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

4. PERFORMANCE OF SERVICES
   a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.

c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.

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

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

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

   (1) Cancel the stop-work order; or

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

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

   (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and

   (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

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

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

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

8. **RESPONSIBILITIES OF THE ORDERING ACTIVITY**
Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT Professional Services.

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

10. **ORGANIZATIONAL CONFLICTS OF INTEREST**
   a. **Definitions.**
   “Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

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

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

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

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

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

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

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

(1) The offeror;
(2) Subcontractors; and/or
(3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

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

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

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

16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING
a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 132-51 IT Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

b. Pricing for all IT Professional Services shall be in accordance with the Contractor’s customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.

The following is an example of the manner in which the description of a commercial job title should be presented:

**EXAMPLE:** Commercial Job Title: System Engineer

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

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

Minimum Education: Bachelor’s Degree in Computer Science.
IV. Company Information

Precision Task Group (PTG) is headquartered in Houston, TX and provides innovative IT solutions and workforce staffing support to Higher Education, Public Sector, and Commercial clients. We’re known for thoroughly understanding our client’s complex business challenges and providing just the right IT solution to address their needs. For over 30 years, we’ve defined our value through responsiveness, vision, quality, and collaboration in every client engagement, and have used our ISO-Certified Quality Management System to validate that those needs are actually being met.

A passion for custom service and business oriented results has driven our growth over the past three decades. We provide nation-wide project support through our 600 plus employee organization, located around the country. PTG is certified as a minority business enterprise at the federal level and in 23 U.S. states.

Whether leading or in a supporting role, PTG focuses on delivering business results through collaborative relationships with our clients, staff, and strategic alliance partners. Our alliance partner network includes some of the largest full services consulting organizations in the world, along with innovative product organizations that bring cutting edge technologies to our clients.

Our integrated solutions portfolio addresses any client need for enterprise-wide information and improved service management capabilities in a business environment that requires safe and secure network centric solutions.