AFCO GLOBAL SOLUTIONS
(AFCO, LLC)

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

MULTIPLE AWARD SCHEDULE
MAS - SIN: 514151S

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Contract Number: GS-35F-0364S

Period Covered by Contract: April 14, 2019 through April 13, 2022

General Services Administration
Federal Acquisition Service

Pricelist current through Modification #______, dated ________.

Products and ordering information in this Authorized Information Technology Schedule Pricelist are also available on the GSA Advantage! System (http://www.gsaadvantage.gov).
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SPECIAL NOTICE TO AGENCIES: Small Business Participation

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

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

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

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

1. GEOGRAPHIC SCOPE OF CONTRACT:

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

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

Offerors are requested to check one of the following boxes:

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

2. CONTRACTOR’S ORDERING ADDRESS AND PAYMENT INFORMATION:

All Faith Consortium, LLC
2000 14th Street NW
Washington, DC 20009

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

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

(866) 650-4600 toll free
(202) 671-1600 phone

3. LIABILITY FOR INJURY OR DAMAGE

The Contractor shall not be liable for any injury to ordering activity personnel or damage to ordering activity property arising from the use of equipment maintained by the Contractor, unless such injury or damage is due to the fault or negligence of the Contractor.
4. **STATISTICAL DATA FOR GOVERNMENT ORDERING OFFICE COMPLETION OF STANDARD FORM 279:**
   - Block 9: G. Order/Modification Under Federal Schedule Contract
   - Block 16: Data Universal Numbering System (DUNS) Number 62-7413060
   - Block 30: Type of Contractor:  
     - A. Small Disadvantaged Business
     - B. Other Small Business
     - C. Large Business
     - G. Other Nonprofit Organization
     - L. Foreign Contractor
   - Block 31: Woman-Owned Small Business – Yes
   - Block 37: Contractor's Taxpayer Identification Number (TIN): 83-0455583
   - Block 40: Veteran Owned Small Business (VOSB): 
     - A: Service Disabled Veteran Owned Small Business
     - B: Other Veteran Owned Small Business
   - 4a. CAGE Code: 4EZJ9
   - 4b. Contractor has with the Central Contractor Registration Database.

5. **FOB DESTINATION**

6. **DELIVERY SCHEDULE**
   a. **TIME OF DELIVERY:** The Contractor shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below:

<table>
<thead>
<tr>
<th>SPECIAL ITEM NUMBER</th>
<th>DELIVERY TIME (Days ARO)</th>
</tr>
</thead>
<tbody>
<tr>
<td>132-51</td>
<td>Delivery/Task Order dependant</td>
</tr>
</tbody>
</table>

   For expedited, overnight, or 2-day delivery, please contact American Cable & Wire.

   b. **URGENT REQUIREMENTS:** When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.)
   
   If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.
   
   c. i. **SIN 132-54 and SIN 132-55, ACCELERATED SERVICE DELIVERY (7 calendar days or less):** the time required for COMSATCOM services to be available after order award. Under Accelerated Service Task Orders, service acceptance testing, unless otherwise required by the satellite provider or host nation, shall be deferred until Ordering Activity operations permit.
   
   ii. **SIN 132-54 and SIN 132-55, TIME-CRITICAL DELIVERY (4 hours or less):** the time required for COMSATCOM services to be available after order award. Under Time-Critical Task Orders, service acceptance testing unless otherwise required by the satellite provider or host nation shall be deferred until Ordering Activity operations permit. Time-Critical Delivery shall be predicated on the availability of COMSATCOM transponded capacity (contracted bandwidth and power, pre-arranged Host Nation Agreements, frequency clearance) or COMSATCOM subscription services (bandwidth, terminals, network resources, etc.).
   
   iii. **SIN 132-54 and SIN 132-55, EXTENDED SERVICE DELIVERY TIMES:** the time required under extenuating circumstances for COMSATCOM services to be available after order award. Such extenuating circumstances may include extended time required for host nation agreements or landing rights, or other time-intensive service delivery requirements as defined in the individual requirement. Any such extended delivery times will be negotiated between the Ordering Activity and Contractor.

7. **DISCOUNTS:** Prices shown are NET Prices; Basic Discounts have been deducted.
   a. **Prompt Payment:** 0% - 30 days from receipt of invoice or date of acceptance, whichever is later.
b. Quantity: None
c. Dollar Volume: None
d. Government Educational Institutions: None
e. Other: None

8. TRADE AGREEMENTS ACT OF 1979, as amended:
All items are U.S. made end products, designated country end products, Caribbean Basin country end products, Canadian end products, or Mexican end products as defined in the Trade Agreements Act of 1979, as amended.

9. STATEMENT CONCERNING AVAILABILITY OF EXPORT PACKING: N/A

10. Small Requirements: The minimum dollar value of orders to be issued is $100.

11. MAXIMUM ORDER (All dollar amounts are exclusive of any discount for prompt payment.)
The Maximum Order value for the following Special Item Numbers (SINs) is $500,000:

   Special Item Number 132-51 - Information Technology Professional Services

12. ORDERING PROCEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS
Ordering activities shall use the ordering procedures of Federal Acquisition Regulation (FAR) 8.405 when placing an order or establishing a BPA for supplies or services. These procedures apply to all schedules.
   a. FAR 8.405-1 Ordering procedures for supplies, and services not requiring a statement of work.
   b. FAR 8.405-2 Ordering procedures for services requiring a statement of work.

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

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

13.2 FEDERAL TELECOMMUNICATION STANDARDS (FED-STDS):
Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STDS) should not be acquired unless a waiver has been granted in accordance with the applicable "FED-STD." Federal Telecommunication Standards are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Ordering information and information concerning the availability of FED-STDS should be obtained from the GSA, Federal Acquisition Service, Specification Section, 470 East L’Enfant Plaza, Suite 8100, SW, Washington, DC 20407, telephone number (202)619-8925. Please include a self-addressed mailing label when requesting information by mail. Information concerning their applicability can be obtained by writing or calling the U.S. Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number (301)975-2833.
14. CONTRACTOR TASKS / SPECIAL REQUIREMENTS (C-FSS-370) (NOV 2003)

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

(b) Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub. L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. Travel in performance of a task order will only be reimbursable to the extent authorized by the ordering agency. The Industrial Funding Fee does NOT apply to travel and per diem charges.

(c) Certifications, Licenses and Accreditations: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.

(d) Insurance: As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.

(e) Personnel: The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.

(f) Organizational Conflicts of Interest: Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor’s participation in such order may be restricted in accordance with FAR Part 9.5.

(g) Documentation/Standards: The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency’s order.

(h) Data/Deliverable Requirements: Any required data/deliverables at the ordering level will be as specified or negotiated in the agency’s order.

(i) Government-Furnished Property: As specified by the agency’s order, the Government may provide property, equipment, materials or resources as necessary.

(j) Availability of Funds: Many Government agencies’ operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government’s obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.

(k) Overtime: For professional services, the labor rates in the Schedule should not vary by virtue of the Contractor having worked overtime. For services applicable to the Service Contract Act (as identified in the Schedule), the labor rates in the Schedule will vary as governed by labor laws (usually assessed a time and a half of the labor rate).

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

16. GSA ADVANTAGE!

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

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

Agencies can browse GSA Advantage! by accessing the Internet World Wide Web utilizing a browser (ex.: NetScape). The Internet address is http://www.gsaadvantage.gov
17. PURCHASE OF OPEN MARKET ITEMS

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

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

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

18. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS

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

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

19. OVERSEAS ACTIVITIES

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

None

Upon request of the Contractor, the ordering activity may provide the Contractor with logistics support, as available, in accordance with all applicable ordering activity regulations. Such ordering activity support will be provided on a reimbursable basis, and will only be provided to the Contractor's technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this contract.

20. BLANKET PURCHASE AGREEMENTS (BPAs)

The use of BPAs under any schedule contract to fill repetitive needs for supplies or services is allowable. BPAs may be established with one or more schedule contractors. The number of BPAs to be established is within the discretion of the ordering activity establishing the BPA and should be based on a strategy that is expected to maximize the effectiveness of the BPA(s). Ordering activities shall follow FAR 8.405-3 when creating and implementing BPA(s).

21. CONTRACTOR TEAM ARRANGEMENTS

Contractors participating in contractor team arrangements must abide by all terms and conditions of their respective contracts. This includes compliance with Clauses 552.238-74, Industrial Funding Fee and Sales Reporting, i.e., each contractor (team member) must report sales and remit the IFF for all products and services provided under its individual contract.

22. INSTALLATION, DEINSTALLATION, REINSTALLATION

The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of $2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed
directly upon the site of the work shall received less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds $2,000, then the requirements of the Davis-Bacon Act applies.

The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 132-8 or 132-9.

23. **SECTION 508 COMPLIANCE.**
If applicable, Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT) at the following: www.allfaith.us
The EIT standard can be found at: www.Section508.gov/

24. **PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES.**
Prime Contractors (on cost reimbursement contracts) placing orders under Federal Supply Schedules, on behalf of an ordering activity, shall follow the terms of the applicable schedule and authorization and include with each order
(a) A copy of the authorization from the ordering activity with whom the contractor has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor); and
(b) The following statement:
   This order is placed under written authorization from _______ dated _______. In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.

25. **INSURANCE—WORK ON A GOVERNMENT INSTALLATION (JAN 1997)(FAR 52.228-5)**
(a) The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.
(b) Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective—
   (1) For such period as the laws of the State in which this contract is to be performed prescribe; or
   (2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.
(c) The Contractor shall insert the substance of this clause, including this paragraph (c), in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and maintain the insurance required in the Schedule or elsewhere in the contract. The Contractor shall maintain a copy of all subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.

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

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

9. INDEPENDENT CONTRACTOR

All IT/IAM 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/IAM 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/IAM PROFESSIONAL SERVICES AND PRICING**  
a. The Contractor shall provide a description of each type of IT/IAM Service offered under Special Item Numbers 132-51 IT/IAM 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/IAM 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.
LABOR CATEGORY DESCRIPTIONS

PROGRAM MANAGER
The IT Program Manager oversees all aspects of large scale information technology programs from design and development to production.

Common job titles include: Program Manager, IT Program Director, Program Management Lead.

Responsibilities:
1. Manages programs within schedule and budget constraints.
2. Defines resources and schedule for program implementation.
3. Directs and oversees project engineering team and manages conflicts within group.
4. Performs team assessments and evaluations.
5. Efficiently identifies and solves project issues.
6. Demonstrates leadership to define requirements for project risk.
7. Strong organizational, presentation and customer service skills required.
8. Strong presentation and communication skills
9. Effective problem-solving, analytical, and time management skills
10. Ability to lead a team of employees or work individually

Education/Experience:
1. Minimum Education: Bachelor’s Degree or higher in Engineering or related field
2. Average 5-10 years of project management or supervisory experience.
3. Average 3 years experience coordinating and/supporting IT business processes.
4. PMP (Project Management Professional) Certification or equivalent preferred.

PROJECT MANAGER
The IT project manager job includes oversight for the management, support and technical assistance on special projects in the Information Technology field.

Common job titles include: Project Manager, Project Management Lead, Project Lead, IT Team Manager, IT Team Lead.

Responsibilities:
1. Analyzes and documents current processes and workflow
2. Creates project plans and schedules
3. Assigns task responsibilities to project team members
4. Manages internal and external client expectations
5. Tracks progress of special projects
6. Identifies, assesses and minimizes project risks to successful project completion
7. Strong communication and presentation skills
8. Effective technical writing and professional proposal development skills
9. Able to create project plans and manage multiple projects simultaneously
10. Analytical and problem-solving skills
11. Excellent organization and time management skills
12. Possesses technical and business acumen

Education/Experience:
1. Minimum Education: Bachelor’s Degree in Computer Science or equivalent
2. Average 3 years prior experience
SENIOR SYSTEMS ADMINISTRATOR  
The role of the Systems Administrator is to provide information, support and services to advance the fundraising and community support building mission of the Development and Alumni/ae Offices.

Responsibilities:

1. The SA's primary responsibilities are to serve as the primary report writer for the Office of External Affairs using Crystal Report Writer, oversee the fundraising database (Millennium), provide desktop support to office staff, assist in training of new users, and document office specific database and reporting procedures for use in training.
2. Report Writing: Develop database reports & queries that will provide information as required by development staff in the cultivation, solicitation and stewardship of donors.
3. Database Management: Maintain database of approximately 15,000 records to ensure information is up to date and accurate.
4. Desktop Support: Provide first line of technical support to Development Office. Perform network administrative functions in conjunction with school-wide Information Technology Department.
5. Coordination with the Director of Technology: Liaise with vendors and consultants to purchase, install and upgrade software and hardware.
6. Participate in Office of External Affairs events and functions as needed.

Education/Experience:

1. Bachelor's degree
2. Proficiency in Microsoft Word, Excel, and relational database software including a working knowledge of querying and reporting from databases
3. Familiarity with a fundraising database, especially Millennium, preferred
5. Development or fund-raising office work experience
6. Attention to detail and strong interpersonal, communication, training, and organizational skills required, as is the ability to work effectively in a team
7. Experience as first line of office computer support within a Windows environment
8. Knowledge of SQL a plus

SENIOR SYSTEMS DEVELOPER/COMPUTER PROGRAMMER  
The computer programmer job involves responsibility for the design, development and administration of transactional and analytical data structures.


Responsibilities:

1. Develops new applications from beginning to end
2. Maintains existing applications
3. Innovates data visualization and presentation techniques
4. Creates code that meets system standards
5. Analyzes methods to efficiently address software system requirements
6. Ability to apply technical standards, principles, theories and techniques
7. Experience with programming languages such as Java, C++, Python
8. Database systems experience with SQL Server, Oracle
9. Possesses problem solving capabilities
10. Excellent verbal and written communication skills
11. Implementation, support and inventory control of applications used
12. Develops and implements the most efficient and cost-effective solutions
13. Evaluates system specifications for business requirements
14. Develops and prepares computer solutions
15. Works closely with management to prioritize business goals and information needs
16. Strong communication skills, both written and verbal
17. Maintains strong attention to detail in high-pressure situations
18. Solid understanding of business practices with fundamental understanding of project management methodology
19. Requires excellent computer skills

Education/Experience:
1. Minimum 1 year prior programming experience typical
2. Minimum Education: Bachelor’s degree in Computer Science or a related field

NETWORK ENGINEER
The Network Engineer position oversees the installation, configuration and maintenance of networked information systems.

Common Job Titles include Networking Engineer, Systems Engineer, Network Analyst, Network Consultant, Systems Manager, Network Manager, Network Associate, Network Administrator, Network Administration Lead, Network Systems Administrator, Network Software Administrator.

Responsibilities:
1. Install all new hardware, systems, and software for networks.
2. Install, configure, maintain network services, equipment and devices.
3. Supports administration of servers and server clusters.
4. Manages all system back-up and restore protocol.
5. Plans and supports network and computing infrastructure.
6. Perform troubleshooting analysis of servers, workstations and associated systems.
9. Manage user accounts, permissions, email, anti-virus, anti-spam.
10. Requires a thorough knowledge of networking essentials.
11. Oversees software and network security.
12. Strong analytical abilities and professional office experience needed.
13. Upgrades, installs and troubleshoots networks, networking hardware devices and software
14. Maintains inventory of equipment and parts as well as documentation of vendor activities
15. Develops and documents system standards for computer and network devices
16. Recommend and schedule repairs to the LAN/WAN
17. Handles highly confidential information/material
18. Ability to communicate orally and written in a professional manner
19. Prior experience supporting, implementing and/or administering networks such as Microsoft Windows Active Directory
20. Works well both alone or in a team setting
21. Strong analytical skills

Education/Experience:
1. Certifications: MCSE, CCNA, CCNP, CCIE, CNE
2. Minimum Education: Associate’s Degree in an information technology related field
3. Preferred Education: Bachelor’s Degree in Computer Science, Information Technology or similar.
6. Preferred Certifications: Microsoft Certified System Engineer (MCSE); Microsoft Certified System Administrator (MCSA); Cisco Certified Network Associate (CCNA)
**DESKTOP SUPPORT SPECIALIST**

Responsibilities:

1. Assisting office workers with their computer desktop systems
2. Providing computer support services both for software and hardware for an organization’s employees
3. Testing of computers and ensuring that computer systems are functioning properly.
4. Physical setting up of computers and software system installation for various computer applications and programs
5. Identifying and solving any problems that affect computer operating systems
6. Discussing with individual staff members who work on the computers what the problems is in order to figure out how to help solve the problem. Individual assessments of computer systems to identify the problem(s)
7. Help in examination of network servers equipment and maintenance
8. Maintenance of networking systems
9. Maintenance and upgrading of computer systems or offering recommendations on upgrades needed
10. Networking and connecting computers within the same organization to enhance communication
11. Training staff and orienting them on how to use computer hardware and software systems
12. Troubleshooting routine problems and maintenance of servers
13. Responsible for ordering or buying of computer systems that are required or alternatively, working in close liaison with the purchasing and supplies department. This is after carefully assessing the computer needs in the organization
14. Carrying out other duties as you may be requested by management
15. Maintaining other computer peripheral devices such as printers and solving printing problems if they arise
16. Coordination of computer maintenance with other Information Technology professionals such as Network Operations staff
17. Ability to work without supervision
18. Good communication skills
19. Initiative
20. Ability to multi task
21. Good at problem solving
22. Customer service
23. Ability to handle computer hardware and software
24. Well versed with different operating systems and antivirus systems

Education/Experience:

1. Minimum 1 year prior programming experience typical
2. Minimum Education: Bachelor’s degree in Computer Science or a related field

**COMPUTER SECURITY SPECIALIST**

An IT security analyst resume should aim to cover as many of these commonly requested qualifications.


Responsibilities:

1. Solid knowledge of information security principles and practices.
2. Working experience with intrusion detection systems
3. Installation, configuration, monitoring and response to security system
4. Understanding of advanced security protocols and standards
5. Experience with software and security architectures
6. Evaluate and develop approach to solutions
7. Proactively assesses potential items of risk and opportunities of vulnerability in the network
8. Experience with security practices of Intranet and Extranet
9. Support day-to-day administration of various firewalls
Education/Experience:
1. 3 to 5 years of experience in information technology or security
2. Strong communications skills, both written and oral
3. Organized, responsive and highly thorough problem solver

DATABASE MANAGER
The Database administrator is basically defined as the IT professional that oversees all aspects of a business database. This would including anything from initial database architecture design through implementation, administration, monitoring, tuning, backup, migration, and support.

Other common job titles that similar to DBA: Data Architect, Data Modeler, Data Administrator, Database Designer, Database Manager.

Responsibilities:
2. Design Data Warehousing and Business Intelligence platform
3. Build database scheme, tables, procedures and permissions
4. Set up data sharing and disk partitioning
5. Develop database utilities and automated reporting
6. Create shell scripts for task automation
7. Create, test and execute data management languages
8. Analyze and sustain capacity and performance requirements
9. Analyze, consolidate and tune database for optimal efficiency
10. Monitor systems and platforms for availability.
11. Oversee backup, clustering, mirroring, replication and failover
12. Restore and recover corrupted databases
13. Install and test upgrades and patches
14. Implement security and encryption
15. Provide 24/7 support for critical situations
16. Evaluate and recommend new database technologies
17. Common IT hardware, software and systems knowledge includes but is not limited to: Oracle, DB2, SQL Server, Sybase, Shell (C, Korn, Bourne, KSH), AUP, OLTP, Linux, UNIX, AIX, Solaris, T-SQL, PL/SQL, SSIS, SSAS, SSRS, RAID, SAN, DTS, ETL, RMAN, Tivoli, Veritas, Legato

Education/Experience:
1. Minimum Education: Bachelor’s Degree in Computer Science or related field
2. Average 5 years prior experience

SYSTEMS SOFTWARE ENGINEER
The software engineer job encompasses a fairly wide range of responsibilities. Smaller applications and systems may employ just a few software engineers to manage the full lifecycle software development process. Generally, for most large scale applications, jobs are broken down into groups that focus on one specific area of the software or just a specific function of the application or technology. For example, one system may employ a Software Architect, Design Engineer, Java Developer and Quality Assurance Engineer.

Common alternate job titles for Software Engineer include: Senior Software Engineer, Software Developer, Software Programmer, Software Designer, Principal Engineer, Application Developer, Application Engineer, Embedded
Software Engineer, Java Developer, Java Engineer, Web Services Developer, C++ Developer, Quality Assurance Engineer. Consultants can focus under any category but most technology consulting professionals possess experience in two or more of these areas as a specialty.

Responsibilities:

1. Full lifecycle application development
2. Designing, coding and debugging applications in various software languages.
3. Software analysis, code analysis, requirements analysis, software review, identification of code metrics, system risk analysis, software reliability analysis
4. Object-oriented Design and Analysis (OOA and OOD)
5. Software modeling and simulation
6. Front end graphical user interface design
7. Software testing and quality assurance
8. Performance tuning, improvement, balancing, usability, automation.
9. Support, maintain and document software functionality
10. Integrate software with existing systems
11. Evaluate and identify new technologies for implementation
12. Project Planning and Project Management
13. Maintain standards compliance
14. Implement localization or globalization of software
15. Common IT hardware, software, platform and systems knowledge include but is not limited to: C, C++, Java, .NET, Python, BEA WebLogic, WebSphere, J2EE, JBoss, ADO, Perl, HTML, JSP, JavaScript, Web services, SOAP, XML, ASP, JSP, PHP, MySQL, SQL Server, Oracle, UNIX, Linux, Redhat Linux, STL, XSLT, OWL, AJAX, J2EE, J2ME, J2SE, Sun Solaris

Education/Experience:

1. Minimum Education: Bachelor’s Degree in Computer Science or related field
2. Average 5 years prior experience

**INFORMATION SYSTEMS OPERATIONS MANAGER**

Responsibilities:

1. The Technology and Information Systems Operations Manager (TISOM) administers and maintains information technology systems (including PC and LAN equipment).
2. Provides IT operations functions to offices for the organization’s standard hardware, software and voice/data network solutions.
3. Responsible for the purchase, installation, and life-cycle maintenance of PCs, servers and LAN network connectivity equipment.
4. As appropriate, provides escalated on-site support of hardware, software and network connectivity issues.
5. Acts as the primary point of communication between TIS and operating, business and functional units.
6. Performs local administration and operations functions as appropriate in accordance with standards, policies and procedures.
7. The position is supervised by the division Program Director of TIS Operations and has no direct reports.
8. The TISOM may coordinate and direct the activities of volunteers and staff (key users) in cross-organizational and cross-functional teams.
9. In cooperation with TIS, local operations staff and key users, provides strategic, budgeting and disaster recovery/business continuity planning to offices and staff in multiple operating, business and functional units.
10. Responsible for local inventory maintenance and software license management.
11. Monitors security compliance in accordance with TIS standards, policies and procedures.
12. Responsible for maintenance of systems documentation such as TIS operations manuals.
13. Serves as the technical and communications liaison to and from stakeholders and office key users for TIS communications, initiatives, needs assessments, etc.
14. Responsible for procurement, installation and life-cycle maintenance of IT hardware and software (includes PCs, peripherals, servers, networking equipment, operating systems and other software.
15. Provides new staff with PC/account setup and orientation.
16. Provides escalated technical support that requires an on-site presence (server, NAS, network or PC equipment failure), including data backup recovery. Performs complex software/hardware troubleshooting, patches and re-installations in cooperation with the Enterprise Helpdesk and in accordance with established SLAs.
17. Provides consulting/training/education services such as data management and staff training/orientation for standard systems.
18. Serves as the IT point of contact and accountable for the IT portion of new office setups, office expansions, etc. This includes relocation and/or installation of voice/data communications solutions, LAN and PC equipment.
19. Responsible for local IT vendor, contract and outsourcing management.
20. Performs appropriate duties associated with division and TIS project-based activities. Provides backup for other TIS Operations Managers in the region. With TIS, participates in the identification, development and communication of new technology standards and best practices as appropriate.
21. Responsible for monitoring data backups in offices to ensure that they are completed on a regular basis.
22. Analyze situations, evaluate alternatives, and implement solutions within standards (where applicable).
23. Interpret guidelines and analyze factual information to adapt or modify processes in response to changing circumstances.
24. Duties may require non-routine analysis, research and follow-through.
25. May act as a resource to others to solve problems.
26. Exercise independent judgment. Work affords significant opportunity to act independently on assigned tasks.
27. Duties are performed under minimal supervision.
28. Financial responsibility may include working within a budget to complete projects, negotiating and contracting with vendors, assisting with budget development, and meeting fundraising targets.
29. Purchase equipment and supplies as provided for in budget.
30. Work and communicate with a wide range of people – peers, vendors, the public, staff members including program leadership, and others.
31. Consistently demonstrate professional, positive, and approachable attitude/demeanor and discretion.

Education/Experience:

1. Bachelor’s degree and 3 to 5 years related experience or equivalent combination.
2. Professional certifications as appropriate.
4. Demonstrated experience with standard software applications, including MS Office, Windows. May require database management skills with ability to produce reports. Ability to use advanced computer functions including navigating the Internet. Ability to manipulate, analyze and interpret data.
5. Familiarity with support and troubleshooting of personal computers.
6. Must have a strong dedication to customer service.
7. Training ability/experience a plus.

Business Process Specialist

Responsibilities:

1. Ability to design new IT solutions
2. Examination of existing business models and determination of new models to develop
3. Production of outline designs
4. Determination of cost of new IT systems
5. Provision of specifications on the way the new system will be operated
6. Communicate with IT system users to offer guidance on the use of installed system
7. Analysis and translation of requirements to meet specific project needs
8. Possess a minimum of a bachelor’s degree
9. Advanced IT knowledge or degree in computer science preferred to other degrees
10. Demonstrate enthusiasm for IT
11. Possess good scientific and mathematical skills
12. Ability to work in a team
13. Adaptability to change to embrace the continuous changes in IT
14. Possess good communication and presentation skills
15. Possess ability to work within strict deadlines
16. Hard working and innovative
17. Possess the ability to inspire and motivate others
18. Working with developers and program users to ensure program satisfaction and compatibility
19. Develop manuals for user training
20. Working to ensure that jobs are done to meet specific budgets and deadlines
21. Preparing a testing schedule for any system being developed
22. Keeping abreast with technical and industry-specific developments
23. Development of a reliable knowledge base
24. Provide continuous training of program users
25. Be able to point out weak links in a system and come up with solutions to address the problems.

Education/Experience:
1. Minimum 1 year prior programming experience typical
2. Minimum Education: Bachelor’s degree in Computer Science or a related field

**WEB DEVELOPER**
This position will provide programming analysis, application development, and testing web pages, which includes coding and programming in the DOT NET framework; page maintenance and oversight; script development; and the development of new applications in consultation with end-users.

Responsibilities:
1. Design, develop, maintain, and interface complex web applications using ASP.NET, C#, VB.Net, Java, HTML, XML, JavaScript and other scripting/programming languages in the design and implementation of web application projects.
2. Act as a liaison with the central programming team on the migration of the current client/server systems to the web version in order to understand potential issues and technical impacts.
3. Lead collaborations/design sessions with staff members from other campus departments in the development of web/interfaces and applications.
4. Participate in campus-based work groups to identify and respond to issues and make necessary changes to the applications.
5. Maintain existing web sites and applications enhancing functionality to meet business and security requirements.
6. Utilize database API’s to integrate multiple web applications across website.
7. Extend database functionality using Oracle PL/SQL.
8. Perform a full range of complex programming tasks using a variety of web and application based programming technologies and languages, keeping current with new programming techniques.
9. Interface with a variety of campus databases systems and data structures in order to leverage the information for applications
10. Research emerging web development practices/technology and participate in long-range planning for the development of the alumni/development site, evaluating new systems and methodologies.
11. Identify incompatibilities between software products and provide workarounds.
12. Work with end users and programming team to develop complete business requirement specifications and application design specifications.
13. Coordinate with technical team on the development of Test Plans and work with the QA Testing Team to ensure complete testing of all applications.
14. Maintain code and application libraries, instructions, and technical documentation.
15. Provide adequate security safeguards and user privileges for the needs of the organization.
16. Create technical documentation for the programming team of all web applications as a resource for future development and troubleshooting.
17. Demonstrated skill and expert programming knowledge using Microsoft .NET technologies to develop secure database and web based applications; Demonstrated skill and ability to write programs in the following languages: VB.NET/C#, and SQL. Experience mentoring other developers by providing knowledge exchange and leading code reviews.
18. Demonstrated skill and ability in the development of database application systems specifically related to fundraising/customer relationship management.
19. Demonstrated skill and ability in the development of secure applications, experience designing and implementing a secure architecture using robust authentication, access control, encryption, and other technologies as appropriate to ensure the integrity and security of sensitive information.
20. Demonstrated skill and ability in interfacing programmatically with a variety of enterprise authentication and authorization systems.
21. Demonstrated skill and ability developing application-to-application communication interfaces utilizing web services architecture using XML, SOAP, and WSDL.
22. Demonstrated skill and ability in the design of complex information systems through formal design techniques. Experience using modeling techniques as a tool for application design and development.
23. Demonstrated skill and ability designing, and maintaining a robust development environment that ensures version control, testing, and deployment of enterprise wide information systems.
24. Demonstrated advanced skills in working with databases using Oracle, including writing Java based code to interface with such databases, ad hoc queries, as well as database APIs.
25. Demonstrated advanced experience in reviewing and trouble-shooting complex code designs written by multiple developers, reverse engineering, identifying incompatibilities and providing alternatives for improved design and performance.
26. Ability to initiate and maintain cooperative relationships with co-workers, managers and supervisors, customers/clients, and members of the public.
27. Knowledge of server software operation, maintenance and extension (using various programming tools) and demonstrated ability to apply this knowledge to multiple server platforms.
28. Skill in working with Web browsers, image-manipulation and databases, and other Web software tools.
29. Ability to implement Web Tracking software and to interpret results for tracking site usage.

Education/Experience:
1. Minimum 1 year prior programming experience typical
2. Minimum Education: Bachelor’s degree in Computer Science or a related field

HUMAN FACTOR/QUALITY ASSURANCE ADMINISTRATOR
The quality assurance job position in the IT environment involves responsibilities to inspect products, processes, equipment and employees to ensure compliance with company and regulatory policies, procedures and specifications.

Common job titles include: QA Analyst, QA Engineer, QA Manager, Quality Manager, Quality Engineer, Testing Engineer, Test Engineer.

Responsibilities:
1. Tests products and processes to establish functionality and effectiveness
2. Determine what modifications are needed after testing
3. Designs, develops and reviews test processes
4. Develops and plans change implementation
5. Documents results and observations after inspections and audits
6. Working knowledge of computer programs
7. Ability to define problems, collect data, establish facts, draw valid conclusions and provide solutions
8. Interprets a variety of technical information
9. Experience with manual testing
10. Excellent verbal and written communication skills
11. Precise attention to detail

Education/Experience:
1. 3+ years or more related experience
2. Minimum Education: Bachelor’s degree in Computer Science or a related field
3. Technological Requirements: C++, Python, Ruby, SQL, PHP, JavaScript, SML, DOM or C/C
4. Oracle, SyBase or MySQL

HELP DESK MANAGER

The purpose of the Help Desk manager is to develop, lead, and motivate a team of Help Desk professionals to deliver excellent technical/non-technical support with outstanding customer service, satisfaction, and timeliness within the organization’s budget. This position has frequent contact with customers, direct reports, peers, and independent vendors.

Responsibilities:
1. Manage a team of Help Desk professionals, lead professionals, and supervisors/team leads.
2. Practice Total Contact Ownership.
3. Perform interviews for new professionals and provide feedback for promoting professionals.
4. Must have Help Desk professional experience. Must be able to assist with customer inquiries if necessary.
5. Develop a performance measurements framework and facilitate feedback system to team members on issues such as customer service, communication, and technical skills, in order to enhance the quality of support delivered.
6. Participate in the development of a service level agreement and ongoing management of service level compliance.
7. Create and maintain a training program for increased business, customer service and technical knowledge.
8. Participate and assist in driving the knowledge management process.
9. Lead and participate in projects.
10. Develop and demonstrate an understanding of customer and business needs.
11. Resolve escalated customer and vendor issues.
12. Resolve daily issues of a complex scope that impact the team and overall business objectives.
13. Prepare staffing plans.
14. Manage Help Desk resources for optimal performance. This will consist of resource management for incoming customer inquiries, projects, administrative work and time allotted for holidays and paid/unpaid time off.
15. Maintain a high level of employee morale within the team.
16. Obtain equipment, tools, and space needed to allow team members to adequately support the customers.
17. Develop and update plans for new product/service releases.
18. Prepare the support team for new product/service releases.
19. Assist in the professional and technical development of team leaders enabling them to set technical goals, monitor, mentor, coach and assist team members to deliver quality support.
20. Assist the Help Desk director with the preparation and administration of departmental budget and business plans and metrics.
21. Manage the creation, distribution and analysis of operational, business and financial reporting.
22. Participate in and drive participation of the Help Desk in the organization’s change management process.
23. Perform director’s responsibilities in his or her absence.
24. Develop and enhance cooperative interdepartmental and vendor relationships and communications.
25. Maintain current knowledge of industry trends and potential impact on the support business.
Education/Experience:

1. Bachelors or Master’s degrees in electrical, electronic or mechanical engineering. They must have a science background with specialization in math and physics.
2. Minimum of five years of experience.

**SENIOR AUDIO AND VIDEO TECHNICIAN**

Audio and Video Technicians, also known as AV Technicians or AV Techs, are responsible for setting up and operating various types of audio and video equipment for meetings, conventions, sporting events, concerts, news conferences, plays, movies, and almost any type of radio or television broadcast. They work with video projectors, screens, monitors, recording equipment, sound speakers, microphones, mixing boards, cabling, and wiring. Technicians are typically called upon to also set up and operate any custom lighting systems associated with the event, including spotlights and/or floodlights. In addition, they are responsible for maintaining and repairing the equipment they use, often times in the midst of a production when a light fails or a cable breaks.

**Responsibilities:**

1. Reviewing blueprints and designing audio visual systems.
2. Oversee the installation of audio visual system.
3. Work with the client to ensure that all of their needs are met.
4. Reporting to managers on a daily/weekly basis on current and upcoming projects.
5. Conduct testing of cable and any equipment as needed while on project site.

Education/Experience:

1. Prospective employees should have at least five years of experience in the audio visual industry, specifically in dealing with structured cabling. Applicants who do not have experience in that area will not be considered. This position requires two to three years as a Project Manager and Engineer.
2. Ability to terminate video cables (RCA/BNC connections), audio cables and copper cables.
3. Profound knowledge of VGA video and audio installation and cabling theories.
4. Experience with the set-up of TVs, projector mounts, racks and other AV equipment.
5. A Bachelor’s degree is preferred, but not required. CTS, CTS-D, Crestron, Extron, Tandberg and or AMX certification is a plus.

**Education/Experience Substitutions:**
The following are allowable substituions based on education and experience.

1. Four years' experience (in addition to minimum experience requirements) may be substituted for a Bachelors degree.
2. Two years' experience (in addition to minimum experience requirements and Bachelor's degree) may be substituted for a Masters degree.
3. For categories where a Bachelors degree is required, a Masters degree may be substituted for two (2) years' experience; or a doctoral degree may be substituted for three (3) years experience.
4. For categories where a high school diploma is required, an Associates degree may be substituted for two (2) years' experience.
5. Successful completion of each course in specialized or emerging technology may be substituted for one (1) year of experience.
## GSA HOURLY RATES

<table>
<thead>
<tr>
<th>GSA Category</th>
<th>Client Site</th>
<th>Contractor Site</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Manager</td>
<td>$191.75</td>
<td>$236.00</td>
</tr>
<tr>
<td>Project Manager II</td>
<td>$177.45</td>
<td>$218.40</td>
</tr>
<tr>
<td>Sr. Systems Administrator</td>
<td>$191.75</td>
<td>$236.00</td>
</tr>
<tr>
<td>Sr. Systems Developer</td>
<td>$136.50</td>
<td>$168.00</td>
</tr>
<tr>
<td>Network Engineer</td>
<td>$136.50</td>
<td>$168.00</td>
</tr>
<tr>
<td>Desktop Support Specialist</td>
<td>$136.50</td>
<td>$168.00</td>
</tr>
<tr>
<td>Computer Security Specialist II</td>
<td>$162.50</td>
<td>$200.00</td>
</tr>
<tr>
<td>Database Manager II</td>
<td>$162.50</td>
<td>$200.00</td>
</tr>
<tr>
<td>Systems Software Engineer II</td>
<td>$177.45</td>
<td>$218.40</td>
</tr>
<tr>
<td>Information Systems Manager II</td>
<td>$177.45</td>
<td>$218.40</td>
</tr>
<tr>
<td>Business Process Specialist</td>
<td>$136.50</td>
<td>$168.00</td>
</tr>
<tr>
<td>Web Developer</td>
<td>$136.50</td>
<td>$168.00</td>
</tr>
<tr>
<td>Human Factor/Quality Assurance Admin</td>
<td>$162.50</td>
<td>$200.00</td>
</tr>
<tr>
<td>Help Desk Manager</td>
<td>$136.50</td>
<td>$168.00</td>
</tr>
<tr>
<td>Sr. Audio Visual Administrator</td>
<td>$177.45</td>
<td>$218.40</td>
</tr>
</tbody>
</table>
USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS

PREAMBLE

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

COMMITMENT

To actively seek and partner with small businesses.

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

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

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

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

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

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

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in ordering activity contracts. To accelerate potential opportunities please contact Ron Sherin, (703) 472-5916.
BEST VALUE 
BLANKET PURCHASE AGREEMENT 
FEDERAL SUPPLY SCHEDULE

(Insert Customer Name)

In the spirit of the Federal Acquisition Streamlining Act (ordering activity) and (Contractor) enter into a cooperative agreement to further reduce the administrative costs of acquiring commercial items from the General Services Administration (GSA) Federal Supply Schedule Contract(s) ________________.

Federal Supply Schedule contract BPAs eliminate contracting and open market costs such as: search for sources; the development of technical documents, solicitations and the evaluation of offers. Teaming Arrangements are permitted with Federal Supply Schedule Contractors in accordance with Federal Acquisition Regulation (FAR) 9.6.

This BPA will further decrease costs, reduce paperwork, and save time by eliminating the need for repetitive, individual purchases from the schedule contract. The end result is to create a purchasing mechanism for the ordering activity that works better and costs less.

Signatures


Ordering Activity Date


Contractor Date
BPA NUMBER__________

(CUSTOMER NAME)

BLANKET PURCHASE AGREEMENT

Pursuant to GSA Federal Supply Schedule Contract Number(s)__________, Blanket Purchase Agreements, the Contractor agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH (ordering activity):

(1) The following contract items can be ordered under this BPA. All orders placed against this BPA are subject to the terms and conditions of the contract, except as noted below:

<table>
<thead>
<tr>
<th>MODEL NUMBER/PART NUMBER</th>
<th>*SPECIAL BPA DISCOUNT/PRICE</th>
</tr>
</thead>
<tbody>
<tr>
<td>________________________</td>
<td>___________________________</td>
</tr>
<tr>
<td>________________________</td>
<td>___________________________</td>
</tr>
</tbody>
</table>

(2) Delivery:

<table>
<thead>
<tr>
<th>DESTINATION</th>
<th>DELIVERY SCHEDULES / DATES</th>
</tr>
</thead>
<tbody>
<tr>
<td>____________</td>
<td>_________________________</td>
</tr>
<tr>
<td>____________</td>
<td>_________________________</td>
</tr>
<tr>
<td>____________</td>
<td>_________________________</td>
</tr>
</tbody>
</table>

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

(4) This BPA does not obligate any funds.

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

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

<table>
<thead>
<tr>
<th>OFFICE</th>
<th>POINT OF CONTACT</th>
</tr>
</thead>
<tbody>
<tr>
<td>_______</td>
<td>________________</td>
</tr>
<tr>
<td>_______</td>
<td>________________</td>
</tr>
<tr>
<td>_______</td>
<td>________________</td>
</tr>
</tbody>
</table>

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

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

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

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

(10) The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of this BPA and the Contractor’s invoice, the provisions of this BPA will take precedence.
Basic guidelines for using “contractor team arrangements”

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

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

Orders under a Team Arrangement are subject to terms and conditions or the Federal Supply Schedule Contract.

Participation in a Team Arrangement is limited to Federal Supply Schedule Contractors.

Customers should refer to FAR 9.6 for specific details on Team Arrangements.

Here is a general outline on how it works:

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