



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.

Multiple Award Schedule

FSC Group: Information Technology

F03. IT Services Subcategory

FSC Group: Miscellaneous

G06. Complimentary SINs Subcategory

Contract number: GS-35F-0414Y

For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov.

Contract period: May 16, 2022 thru May 15, 2027

Price list current as of Modification #: PA-0035 **Effective:** April 7, 2023



Arrowpoint Corporation

5680 King Centre Dr STE 600

Alexandria, VA 22315-5755

Phone: 703-372-0828

www.arrowpoint.net

Contract Administrator: Sheema Ali

Phone: 703-829-6460

Email: sheema.ali@arrowpoint.net

Business size: Small

Customer Information

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

SIN	SIN Description
54151S	Information Technology Professional Services
OLM	Order-Level Materials (OLMs)

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. Not Applicable

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 refer to Page #6, LABOR CATEGORY DESCRIPTIONS.

2. Maximum order:

SIN 54151S - \$500,000

SIN OLM - \$250,000

*Ordering activities may request a price reduction at any time before placing an order, establishing a BPA, or in conjunction with the annual BPA review. However, the ordering activity shall seek a price reduction when the order or BPA exceeds the simplified acquisition threshold. Schedule contractors are not required to pass on to all schedule users a price reduction extended only to an individual ordering activity for a specific order or BPA.

3. Minimum order: \$100.00

4. Geographic coverage (delivery area): Domestic - delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories.

5. Point(s) of production (city, county, and State or foreign country): Same as company address

6. Discount from list prices or statement of net price: Government Net Prices (discounts already deducted)

7. Quantity discounts: None

8. Prompt payment terms: Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.": .5% Net 15 days from receipt of invoice or date of acceptance, whichever is later.

9. Foreign items: Not Applicable

10a. Time of delivery: As called for in individual task orders.

10b. Expedited Delivery: As called for in individual task orders.

10c. Overnight and 2-day delivery: As called for in individual task orders.

10d. Urgent Requirements: As called for in individual task orders

11. F.O.B. point(s): Destination

12a. Ordering address:

Arrowpoint Corporation
Attn: Sheema Ali
5680 King Centre Dr STE 600
Alexandria, VA 22315-5755
703-829-6460
sheema.ali@arrowpoint.net

12b. 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.

13. Payment address:

Arrowpoint Corporation
Attn: Sheema Ali
5680 King Centre Dr STE 600
Alexandria, VA 22315-5755
703-829-6460
sheema.ali@arrowpoint.net

14. Warranty provision: None

15. Export packing charges, if applicable: Not Applicable

16. Terms and conditions of rental, maintenance, and repair (if applicable): Not Applicable

17. Terms and conditions of installation (if applicable): Not Applicable

18a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable): Not Applicable

18b. Terms and conditions for any other services (if applicable): Not Applicable

19. List of service and distribution points (if applicable): Not Applicable

20. List of participating dealers (if applicable): Not Applicable

21. Preventive maintenance (if applicable): Not Applicable

22a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants): Not Applicable

22b. 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/: Not Applicable

23. Unique Entity Identifier (UEI) number: T36HULNFNMD1

24. Notification regarding registration in System for Award Management (SAM) Database: Arrowpoint Corporation is registered in SAM, CAGE Code: 1SN51

Overview of Schedule Offerings

SIN	SIN Description
54151S	Information Technology Professional Services -- SUBJECT TO COOPERATIVE PURCHASING - IT Professional Services and/or labor categories for database planning and design; systems analysis, integration, and design; programming, conversion and implementation support; network services, data/records management, and testing.
OLM	OLMs are supplies and/or services acquired in direct support of an individual task or delivery order placed against a Schedule contract or BPA. OLM pricing is not established at the Schedule contract or BPA level, but at the order level. Since OLMs are identified and acquired at the order level, the ordering contracting officer (OCO) is responsible for making a fair and reasonable price determination for all OLMs. OLMs are procured under a special ordering procedure that simplifies the process for acquiring supplies and services necessary to support individual task or delivery orders placed against a Schedule contract or BPA. Using this new procedure, ancillary supplies and services not known at the time of the Schedule award may be included and priced at the order level.

Terms and Conditions for all IT Contractors

1) 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

2) Services Performed

- a) All 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.
- b) The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- c) The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.

- 3) **Travel.** Any Contractor travel required in the performance of services must comply with the Pub. L 99-234 and FAR Part 31.205-46, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel.

4) Warranty

- a) Unless otherwise specified in this contract, the Contractor's standard commercial warranty as stated in the contract's commercial pricelist will apply to this contract.
- b) The Contractor's commercial guarantee/warranty shall be included in the Commercial Supplier Agreement to include Enterprise User License Agreements or Terms of Service (TOS) agreements, if applicable.
- c) Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted items.

Regulation Number	Regulation Title/Comments
52.222-46	EVALUATION OF COMPENSATION FOR PROFESSIONAL EMPLOYEES (FEB 1993)
52.222-48	EXEMPTION FROM APPLICATION OF THE SERVICE CONTRACT LABOR STANDARDS TO CONTRACTS FOR MAINTENANCE, CALIBRATION, OR REPAIR OF CERTAIN EQUIPMENT CERTIFICATION (MAY 2014)
52.223-19	COMPLIANCE WITH ENVIRONMENTAL MANAGEMENT SYSTEMS (MAY 2011)
52.223-2	AFFIRMATIVE PROCUREMENT OF BIOBASED PRODUCTS UNDER SERVICE AND CONSTRUCTION CONTRACTS (SEP 2013)
52.229-1	STATE AND LOCAL TAXES (APR 1984)
52.222-62	PAID SICK LEAVE UNDER EXECUTIVE ORDER 13706 (JAN 2017)
52.223-13	ACQUISITION OF EPEAT - REGISTERED IMAGING EQUIPMENT (JUN 2014)
52.223-14	ACQUISITION OF EPEAT® - REGISTERED TELEVISIONS (JUN 2014)
52.223-16	ACQUISITION OF EPEAT® - REGISTERED PERSONAL COMPUTER PRODUCTS (OCT 2015)
552.238-115	SPECIAL ORDERING PROCEDURES FOR THE ACQUISITION OF ORDER-LEVEL MATERIALS (MAY 2019)
552.238-107	TRAFFIC RELEASE (SUPPLIES) (MAY 2019)

552.238-73	IDENTIFICATION OF ELECTRONIC OFFICE EQUIPMENT PROVIDING ACCESSIBILITY FOR THE HANDICAPPED (MAY 2019)
552.238-86	DELIVERY SCHEDULE (MAY 2019)
552.238-89	DELIVERIES TO THE U.S. POSTAL SERVICE (MAY 2019)
552.238-90	CHARACTERISTICS OF ELECTRIC CURRENT (MAY 2019)
552.238-91	MARKING AND DOCUMENTATION REQUIREMENTS FOR SHIPPING (MAY 2019)
552.238-92	VENDOR MANAGED INVENTORY (VMI) PROGRAM (MAY 2019)
552.238-93	ORDER ACKNOWLEDGMENT (MAY 2019)
552.238-94	ACCELERATED DELIVERY REQUIREMENTS (MAY 2019)

Labor Category Descriptions

Program Manager

Description: The Program Manager is the primary contact for on-site government civilian management personnel and will work closely with the government in order to ensure tasked deliverables are successfully completed by contract personnel in an efficient and optimal manner, contract staffing is targeted, sufficient, and optimally executed to meet mission requirements, and that any on-site issues are being effectively addressed in a timely manner. Supervise contract workers and work closely with customer, external vendors and advisors. Manage Staffing to meet IT and deliverable needs.

Operations Manager

Description: The Operations Manager is responsible for the follow up, communication, routing, and resolution of escalated tickets submitted by the Junior and Mid-level Service Desk Technicians.

- Monitor service delivery channels and collect performance data.
- Assist with the specification, development, research and evaluation of services standards.
- Apply these standards to resolve or escalate issues and give technical briefings to staff members.
- Responsible for day-to-day management, resource planning and work allocation to meet agreed service levels.
- Specify, agree and apply standards.
- Ensure that tracking and monitoring of performance of service delivery through all channels is carried out, metrics and reports are analyzed, and issues are resolved.
- Draft and maintain policy, standards and procedures for the customer service or service desk functions.
- Ensure that the service catalog is complete and current.
- Maintain up-to-date knowledge of current and emerging technologies.
- Provide reporting for systems over which this position has been designated responsible.
- Carry out defined tasks as established by Administrators and Engineers.
- Perform escalated troubleshooting, diagnosis, and resolution of outages and other problems with web servers, application servers, and database servers utilizing existing documentation, knowledge base articles, or guidance from Subject Matter Experts (SME).

Cyber Security Engineer

Description: The Senior Cybersecurity Professional is responsible for executing assigned work autonomously and professionally and maintaining ownership of tasks (which can include the same responsibilities as Mid and Junior team members) and Cybersecurity processes and controls.

- Monitor scans and system tools for system changes and maintain inventories (hardware, software, ports / protocols) associated with the multiple system ATOs.
- Act as a subject matter expert hardening requirements for technologies used within on DoD guidance and communicate requirements to system owners and engineers.
- Oversee the management and progress of Plan of Action and Milestones (POA&Ms) to include the communication of issues and concerns to FSB management.
- Act as a subject matter expert on DoD Cybersecurity processes and standards.
- Mentor team members to ensure skills transfer for systems under this position's oversight.
- Identify areas of improvement opportunities based on Cybersecurity trends and best practices and drive efforts to prioritize and implement new processes.
- Maintain up-to-date knowledge of current and emerging technologies, cybersecurity publications, and legislation.
- Minimum Required Experience:
- 5+ years of experience working in a role focused on Cybersecurity and the ability to act as a subject matter expert regarding the Risk Management Framework. Preferred, experience working under Cybersecurity role in the USMC and working knowledge of the MCAST tool.
- Maintaining a common Cybersecurity focused certification (CISM, CISSP, CISA, etc.) or possessing higher-education Degree with focus on Cybersecurity.

Database Administrator - Senior

Description: The Senior Database Engineer is responsible for the design, build, automation, support, security, management, and optimization of databases, such as Oracle and Microsoft SQL Server on Windows or Linux Servers. Databases may be developed in house, commercial off-the-shelf (COTS), or Government off-the-shelf (GOTS).

- Maintain up-to-date knowledge of current and emerging technologies and technical strategy, and advise the business where improvements are deemed necessary.
- Design verification procedures to ensure reliability of newly installed or upgraded systems.
- Research, guide, and perform implementation of best practices for systems over which this position has been designated lead.
- Manage internal projects of new implementation and software system upgrades.
- Document and provide training for Junior and Mid-level team members for new and existing solutions.
- Mentor Junior and Mid-level team members to ensure skills transfer for systems under this position's oversight.
- Provide reporting for systems over which this position has been designated lead.
- Serve as final tier of internal support escalation for Database Systems.
- Defines high level standards for systems and technologies under this positions oversight.
- Act as a Subject Matter Expert (SME) in all matters regarding Database Management Systems (DBMS) for applications hosted or supported by FSB.
- Capable of architecting and designing the database architecture for systems and applications hosted or supported by FSB.
- Software and systems support in analyzing, troubleshooting, testing, and making recommendations related to systems environment.
- Provide for Incident Response and Problem Management including root cause of system problems, such as configuration issues resulting in operational performance degradation or system outages, supporting the local manager with information and advice on the necessary corrective actions and/or interim workarounds.

Database Administrator

Description: The Database Administrator is responsible for build, automation, support, management, and optimization of Databases, with oversight and guidance from Database Engineers for databases such as Oracle and Microsoft SQL Server on Windows or Linux Servers. Databases may be developed in house, commercial off-the-shelf (COTS), or Government off-the-shelf (GOTS).

- Maintain up-to-date knowledge of current and emerging technologies.
- Research, recommend, and implement best practices for systems over which this position has been designated responsible.
- Document and provide training to junior team members for new and existing solutions.
- Mentor team members to ensure skills transfer for systems under this position's oversight.
- Provide reporting for systems over which this position has been designated responsible.
- Serve as first step of escalation for anything related to FSB hosted Database Systems.
- Improves existing processes for systems over which this position has been designated responsible.
- Software and systems support in analyzing, troubleshooting, testing and making recommendations related to systems environment.

Application Developer - Senior

Description: The Senior Application Developer must possess all of the capabilities of an Application Developer and:

- Lead development teams and Supervise staff.
- Manage large scale products in support of clients' applications requirements.
- Must have 5 years of Development expertise.

Application Developer

Description: The Application Developer is responsible for understanding clients' applications requirements, identify key application features and design creative prototypes based on specifications. Additionally, the Developer must:

- Work with other IT professionals to set specifications for new applications.
- Write high-quality source code to program complete applications within deadlines.
- Perform unit and integration testing before launch.
- Troubleshoot applications.
- Find bugs and offer timely solutions.
- Test existing applications, identify deficiencies and offer solutions.

System Administrator - Senior

Description: The Senior System Administrator is responsible for build, automation, support, management, and optimization of Infrastructure Systems for respective Infrastructure Systems (Storage / Virtualization / Operating Systems / Network / Citrix).

- Maintain up-to-date knowledge of current and emerging technologies and technical strategy, and advise the business where improvements are deemed necessary.
- Design verification procedures to ensure reliability of newly installed or upgraded systems.
- Research, guide, and perform implementation of best practices for systems over which this position has been designated lead.
- Manage internal projects of new implementation and software system upgrades.
- Document and provide training for Junior and Mid-level team members for new and existing solutions.
- Mentor Junior and Mid-level team members to ensure skills transfer for systems under this position's oversight.
- Provides reporting for systems over which this position has been designated lead.
- Serves as final tier of support escalation for respective Infrastructure Systems.
- Defines high level standards for systems and technologies under this positions oversight.
- Act as a Subject Matter Expert (SME) in all matters regarding the respective technologies hosted or supported by FSB.
- Capable of architecting and designing the architecture for the respective technologies hosted or supported by FSB.
- Software and systems support in analyzing, troubleshooting, testing and making recommendations related to systems environment.
- Provide for Incident Response and Problem Management including root cause of system problems, such as configuration issues resulting in operational performance degradation or system outages, supporting the local manager with information and advice on the necessary corrective actions and/or interim workarounds.
- Troubleshoot, diagnose, and resolve outages and other problems with web servers, application servers, and database servers.
- Perform configuration, installation and other system administration functions as necessary.

System Administrator

Description: The System Administrator is responsible for build, automation, support, management, and optimization of Infrastructure Systems with oversight and guidance from FSB Infrastructure Engineers for respective Infrastructure Systems (Storage / Virtualization / Operating Systems / Network / Citrix).

- Maintain up-to-date knowledge of current and emerging technologies.
- Research, recommend, and implement best practices for systems over which this position has been designated responsible.
- Document and provide training to junior team members for new and existing solutions.
- Mentor team members to ensure skills transfer for systems under this position's oversight.
- Provides reporting for systems over which this position has been designated responsible.
- Serves as the first step of escalation for FSB Infrastructure Systems.
- Software and systems support in analyzing, troubleshooting, testing, and making recommendations related to systems environment.
- Troubleshoot, diagnose, and resolve outages and other problems with web servers, application servers, and database servers.
- Perform configuration, installation, and other system administration functions as necessary.

Configuration Manager

Description: The Configuration Manager is responsible for managing the Release process.

- Manage all scheduled releases for application updates, operating system patches, security improvements, hardware upgrades, projects and programs.
- Maintain the release calendar.
- Coordinate with Operations on scheduled releases as required.
- Maintain and keep records for tracking metrics of successful and failed releases.
- Track and investigate the cause of failed releases in order to improve the Release Management Process (RMP).
- Document and maintain a knowledge base of all applications and what environments they require for releases and the process through which those environments are created.
- Manage and document any changes or updates to RMP.
- Manage the RMP from development through System Integration Testing (SIT), User Acceptance Testing (UAT), and Production environments.
- Work with FSB's Project Management Office (PMO) on release schedules.
- Work with the PMO and Development Teams in order to continuously improve the RMP.

Policy Analyst

Description: Under general supervision, has duties of instructing, directing, and checking the work of other project engineers. Responsible for the completion of assigned engineering projects within budgetary and scheduling guidelines. Leads a group of engineers, analysts, and/or technicians assigned for the duration of a project or may function as ongoing lead within a group of engineers associated with one or more technical areas within the telecom function (such as, but not limited to, network design, engineering, implementation, or operations/user support). Does not have formal supervisory responsibilities, although may provide input for (project) team member performance appraisals.

Technical Writer

Description: Create documentation and educational materials to inform users on technical systems and organizational processes. Create modern documentation and user assistance infrastructure. Work closely with management and technical leads to create the most up to date and informative documents to bring users from novice to power users. Responsible for document deliverables of substantial scope and complexity. Maintain existing document libraries. Create well-formatted templates and formatted documents for technical staff to update internal guides within the organization.

Labor Categories and Rates

SIN	Labor Category	GSA Hourly Rate
54151S	Program Manager	\$152.49
54151S	Operations Manager	\$128.67
54151S	Cyber Security Engineer	\$125.03
54151S	Database Administrator - Senior	\$147.73
54151S	Database Administrator	\$104.84
54151S	Application Developer - Senior	\$119.13
54151S	Application Developer	\$92.88
54151S	System Administrator - Senior	\$133.43
54151S	System Administrator	\$87.21
54151S	Configuration Manager	\$88.64
54151S	Policy Analyst	\$95.31
54151S	Technical Writer	\$61.95

Service Contract Labor Standards (SCLS)

The Service Contract Labor Standards (SCLS), formerly known as the Service Contract Act (SCA), is applicable to this contract as it applies to the entire Multiple Award Schedule (MAS) and all services provided. While no specific labor categories have been identified as being subject to SCLS/SCA due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CFR 541.300), this contract still maintains the provisions and protections for SCLS/SCA eligible labor categories. If and / or when the contractor adds SCLS/SCA labor categories to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCLS/SCA matrix identifying the GSA labor category titles, the occupational code, SCLS/SCA labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.