



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

Contractor has been awarded all Special Item Numbers under the cooperative purchasing program.

SIN 132-51 - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES

FPDS Code D302	IT Systems Development Services
FPDS Code D306	IT Systems Analysis Services
FPDS Code D307	Automated Information Systems Design and Integration Services
FPDS Code D308	Programming Services
FPDS Code D399	Other Information Technology Services, Not Elsewhere Classified

Note 1: All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.

Note 2: Offerors and ordering activities are advised that the Group 70 – Information Technology Schedule is not to be used as a means to procure services which properly fall under the Brooks Act. These services include, but are not limited to, architectural, engineering, mapping, cartographic production, remote sensing, geographic information systems, and related services. FAR 36.6 distinguishes between mapping services of an A/E nature and mapping services which are not connected nor incidental to the traditionally accepted A/E Services.

Note 3: This solicitation is not intended to solicit for the reselling of IT Professional Services, except for the provision of implementation, maintenance, integration, or training services in direct support of a product. Under such circumstances the services must be performed by the publisher or manufacturer or one of their authorized agents.

Revolution Technologies, LLC
3361 Rouse Road, Suite 220
Orlando, FL 32817
T: 877.738.8324
F: 407.275.6310
www.revolutiontechnologies.com

Contract Number: GS-35F-0420S
Period Covered by Contract: May 15, 2006 through May 14, 2011
General Services Administration
Federal Supply Service
Pricelist current through Modification #_____, dated _____.

Products and ordering information in this Authorized FSS Information Technology Schedule Pricelist are also available on the GSA Advantage! System. Agencies can browse GSA Advantage! by accessing the Federal Supply Service's Home Page via the Internet at <http://www.fss.gsa.gov/>

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**INFORMATION FOR ORDERING ACTIVITIES
APPLICABLE TO ALL SPECIAL ITEM NUMBERS**

SPECIAL NOTICE TO AGENCIES: Small Business Participation

SBA strongly supports the participation of small business concerns in the Federal Supply Schedules Program. 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!™ on-line shopping service (www.fss.gsa.gov). The catalogs/pricelists, GSA Advantage!™ and the Federal Supply Service Home Page (www.fss.gsa.gov) 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

The Geographic Scope of Contract will be domestic delivery only.

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.

2. CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION

Contractors are required to accept credit cards for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. Credit cards will be acceptable for payment above the micro-purchase threshold. In addition, bank account information for wire transfer payments will be shown on the invoice.

Ordering and Payment Address:

3361 Rouse Road, Suite 220
Orlando, FL 32817

The following telephone numbers can be used by ordering activities to obtain technical and/or ordering assistance:

Revolution Technologies, LLC
T: 407.275.7575 or 877.738.8324

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

Block 16: Data Universal Numbering System (DUNS) Number: 118-45-2908

Block 30: Type of Contractor - B. Other Small Business

Block 31: Woman-Owned Small Business - No

Block 36: Contractor's Taxpayer Identification Number (TIN): 65-1129030

4a. CAGE Code: 335K0

4b. Contractor **has** registered 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:

SPECIAL ITEM NUMBER	DELIVERY TIME (Days ARO)
132-51	As negotiated between Contractor and Ordering Activity

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.

7. DISCOUNTS: PRICES SHOWN ARE NET PRICES; BASIC DISCOUNTS HAVE BEEN DEDUCTED

- a. Prompt Payment: 0% - Net 30 days from receipt of invoice or date of acceptance, whichever is later.
- b. Quantity: None
- c. Dollar Volume: None
- d. Government Educational Institutions: Government Educational Institutions receive the same discounts as other Ordering Activities.
- 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

Not applicable

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 Number (SIN) is \$500,000:
Special Item Number 132-51 - Information Technology (IT) 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 Supply 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 2001)**
- 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. The Industrial Funding Fee does NOT apply to travel

and per diem charges. NOTE: Refer to FAR Part 31.205-46 Travel Costs, for allowable costs that pertain to official company business travel in regards to this contract.

- 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.

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 C.1.)

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.fss.gsa.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.

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.revolutiontechnologies.com

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)

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

1. SCOPE

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

2. PERFORMANCE INCENTIVES

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

**3. ORDERING PROCEDURES FOR SERVICES (REQUIRING A STATEMENT OF WORK)
(G-FCI-920) (MAR 2003)**

FAR 8.402 contemplates that GSA may occasionally find it necessary to establish special ordering procedures for individual Federal Supply Schedules or for some Special Item Numbers (SINs) within a Schedule. GSA has established special ordering procedures for services that require a Statement of Work. These special ordering procedures take precedence over the procedures in FAR 8.404 (b)(2) through (b)(3).

When ordering services over \$100,000, Department of Defense (DOD) ordering offices and non-DOD agencies placing orders on behalf of the DOD must follow the policies and procedures in the Defense Federal Acquisition Regulation Supplement (DFARS) 208.404-70 – Additional ordering procedures for services. When DFARS 208.404-70 is applicable and there is a conflict between the ordering procedures contained in this clause and the additional ordering procedures for services in DFARS 208.404-70, the DFARS procedures take precedence. GSA has determined that the prices for services contained in the contractor's price list applicable to this Schedule are fair and reasonable. However, the ordering activity using this contract is responsible for considering the level of effort and mix of labor proposed to perform a specific task being ordered and for making a determination that the total firm-fixed price or ceiling price is fair and reasonable.

- (a) When ordering services, ordering activities shall—
 - (1) Prepare a Request (Request for Quote or other communication tool):
 - (i) A statement of work (a performance-based statement of work is preferred) that outlines, at a minimum, the work to be performed, location of work, period of performance, deliverable schedule, applicable standards, acceptance criteria, and any special requirements (i.e., security clearances, travel, special knowledge, etc.) should be prepared.
 - (ii) The request should include the statement of work and request the contractors to submit either a firm-fixed price or a ceiling price to provide the services outlined in

the statement of work. A firm-fixed price order shall be requested, unless the ordering activity makes a determination that it is not possible at the time of placing the order to estimate accurately the extent or duration of the work or to anticipate cost with any reasonable degree of confidence. When such a determination is made, a labor hour or time-and-materials proposal may be requested. The firm-fixed price shall be based on the rates in the schedule contract and shall consider the mix of labor categories and level of effort required to perform the services described in the statement of work. The firm-fixed price of the order should also include any travel costs or other incidental costs related to performance of the services ordered, unless the order provides for reimbursement of travel costs at the rates provided in the Federal Travel or Joint Travel Regulations. A ceiling price must be established for labor-hour and time-and-materials orders.

- (iii) The request may ask the contractors, if necessary or appropriate, to submit a project plan for performing the task, and information on the contractor's experience and/or past performance performing similar tasks.
- (iv) The request shall notify the contractors what basis will be used for selecting the contractor to receive the order. The notice shall include the basis for determining whether the contractors are technically qualified and provide an explanation regarding the intended use of any experience and/or past performance information in determining technical qualification of responses. If consideration will be limited to schedule contractors who are small business concerns as permitted by paragraph (2) below, the request shall notify the contractors that will be the case.

(2) Transmit the Request to Contractors

Based upon an initial evaluation of catalogs and price lists, the ordering activity should identify the contractors that appear to offer the best value (considering the scope of services offered, pricing and other factors such as contractors' locations, as appropriate) and transmit the request as follows:

NOTE: When buying IT professional services under SIN 132—51 ONLY, the ordering office, at its discretion, may limit consideration to those schedule contractors that are small business concerns. This limitation is not applicable when buying supplies and/or services under other SINs as well as SIN 132-51. The limitation may only be used when at least three (3) small businesses that appear to offer services that will meet the agency's needs are available, if the order is estimated to exceed the micro-purchase threshold.

- (i) The request should be provided to at least three (3) contractors if the proposed order is estimated to exceed the micro-purchase threshold, but not exceed the maximum order threshold.
- (ii) For proposed orders exceeding the maximum order threshold, the request should be provided to additional contractors that offer services that will meet the ordering activity's needs.
- (iii) In addition, the request shall be provided to any contractor who specifically requests a copy of the request for the proposed order.
- (iv) Ordering activities should strive to minimize the contractors' costs associated with responding to requests for quotes for specific orders. Requests should be tailored to the minimum level necessary for adequate evaluation and selection for order placement. Oral presentations should be considered, when possible.

(3) Evaluate Responses and Select the Contractor to Receive the Order:

After responses have been evaluated against the factors identified in the request, the order should be placed with the schedule contractor that represents the best value. (See FAR 8.404)

- (b) The establishment of Federal Supply Schedule Blanket Purchase Agreements (BPAs) for recurring services is permitted when the procedures outlined herein are followed. All BPAs for services must define the services that may be ordered under the BPA, along with delivery or performance time frames, billing procedures, etc. The potential volume of orders under BPAs, regardless of the size of individual orders, may offer the ordering activity the opportunity to secure volume discounts. When establishing BPAs, ordering activities shall—
 - (1) Inform contractors in the request (based on the ordering activity's requirement) if a single BPA or multiple BPAs will be established, and indicate the basis that will be used for selecting the contractors to be awarded the BPAs.
 - (i) **SINGLE BPA:** Generally, a single BPA should be established when the ordering activity can define the tasks to be ordered under the BPA and establish a firm-fixed price or ceiling price for individual tasks or services to be ordered. When this occurs, authorized users may place the order directly under the established BPA when the need for service arises. The schedule contractor that represents the best value should be awarded the BPA. (See FAR 8.404)
 - (ii) **MULTIPLE BPAs:** When the ordering activity determines multiple BPAs are needed to meet its requirements, the ordering activity should determine which contractors can meet any technical qualifications before establishing the BPAs. When establishing the BPAs, the procedures in (a)(2) above must be followed. The procedures at (a)(2) do not apply to orders issued under multiple BPAs. Authorized users must transmit the request for quote for an order to all BPA holders and then place the order with the Schedule contractor that represents the best value.
 - (2) **Review BPAs Periodically:** Such reviews shall be conducted at least annually. The purpose of the review is to determine whether the BPA still represents the best value. (See FAR 8.404)
- (c) The ordering activity should give preference to small business concerns when two or more contractors can provide the services at the same firm-fixed price or ceiling price.
- (d) When the ordering activity's requirement involves both products as well as executive, administrative and/or professional, services, the ordering activity should total the prices for the products and the firm-fixed price for the services and select the contractor that represents the best value. (See FAR 8.404)
- (e) The ordering activity, at a minimum, should document orders by identifying the contractor from which the services were purchased, the services purchased, and the amount paid. If other than a firm-fixed price order is placed, such documentation should include the basis for the determination to use a labor-hour or time-and-materials order. For ordering activity requirements in excess of the micro-purchase threshold, the order file should document the evaluation of Schedule contractors' quotes that formed the basis for the selection of the contractor that received the order and the rationale for any trade-offs made in making the selection.

4. ORDER

- a. Ordering activities may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall

be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.

- b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

5. PERFORMANCE OF SERVICES

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

6. 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.

7. INSPECTION OF SERVICES

The Inspection of Services–Fixed Price (AUG 1996) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection–Time-and-Materials and Labor-Hour (JAN 1986) clause at FAR 52.246-6 applies to time-and-materials and labor-hour orders placed under this contract.

8. RESPONSIBILITIES OF THE CONTRACTOR

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

9. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

10. INDEPENDENT CONTRACTOR

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

11. 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.

12. INVOICES

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

13. 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 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003) 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 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003)) applies to labor-hour orders placed under this contract.

14. RESUMES

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

15. 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.

16. 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.

17. DESCRIPTION OF IT SERVICES AND PRICING

Please refer to the labor category descriptions and pricing incorporated into this GSA Pricelist.

**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

Company Point of contact
phone number
e-mail address
fax number

**THE FOLLOWING IS A SUGGESTED
BLANKET PURCHASE AGREEMENT (BPA) FORMAT**

**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

- (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 a 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 customers 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.

***CONTRACTOR'S
INFORMATION TECHNOLOGY
LABOR CATEGORY DESCRIPTIONS***

TECHNICAL WRITER

1 - Junior

- Bachelor's degree/equivalent in a computer related field such as Computer Science, Information Systems, or Computer Engineering (experience in English or technical writing preferred)
- 2 to 5 years writing experience in electronics/computer-related fields
- Computer programming or electronic technician experience
- Knowledge of printing mediums and print requirements
- Ability to interpret engineering blueprints, schematics, and/or specifications, where applicable
- Word processing skills

2 - Mid-Level

- Bachelor's degree/equivalent in a computer related field such as Computer Science, Information Systems, or Computer Engineering (technical writing degree preferred)
- 5 years of experience in technical writing in the particular area/field with whom they are being contracted
- Ability to interpret engineering blueprints, writing diagrams/schematics, and/or engineering specifications, where applicable
- Word processing skills

3 - Senior

- Bachelor's degree/equivalent in a computer related field such as Computer Science, Information Systems, or Computer Engineering (technical writing degree preferred)
- 7 years of experience in technical writing in the particular area/field with whom they are being contracted
- Ability to interpret engineering blueprints, writing diagrams/schematics, and/or engineering specifications, where applicable
- Word processing skills

QUALITY ASSURANCE TESTER

4 – Junior

- Bachelor's degree/equivalent in computer science, IT or related discipline
- 2 years of specialized experience testing all aspects of software applications
- Must be able to perform unit test, system test, user acceptance test, and software quality assurance
- Must be able to work independently or under general direction
- Writes test plans, test cases, test procedures, and test data
- Sets up the testing environment, including hardware, software, and automates scripts
- Performs unit test, system test, user acceptance test, and load & performance test
- Creates and maintains a record of defects found as a result of testing
- Communicates with the development team and ensures all defects found are corrected and re-tested until system reaches the expected quality level

5 - Mid – Level

- Bachelor's degree/equivalent in computer science, IT or related discipline
- 4 years of specialized experience testing all aspects of software applications
- Must be able to perform unit test, system test, user acceptance test, and software quality assurance
- Must be able to work independently or under general direction
- Writes test plans, test cases, test procedures, and test data
- Sets up the testing environment, including hardware, software, and automates scripts
- Performs unit test, system test, user acceptance test, and load & performance test
- Creates and maintains a record of defects found as a result of testing
- Communicates with the development team and ensures all defects found are corrected and re-tested until system reaches the expected quality level
- Able to function as a testing lead

6 – Senior

- Bachelor's degree/equivalent in computer science, IT or related discipline
- 6 years of specialized experience testing all aspects of software applications
- Must be able to perform unit test, system test, user acceptance test, and software quality assurance
- Must be able to work independently or under general direction
- Writes test plans, test cases, test procedures, and test data
- Sets up the testing environment, including hardware, software, and automates scripts
- Performs unit test, system test, user acceptance test, and load & performance test
- Creates and maintains a record of defects found as a result of testing
- Communicates with the development team and ensures all defects found are corrected and re-tested until system reaches the expected quality level
- Able to function as a testing lead or quality assurance manager

DEVELOPER

7 - Junior

- Bachelor's degree/equivalent in computer science, IT or related discipline
- 2 to 5 years experience in systems development and the skills/platform/environment requested by Client management
- Gathers user requirements data in order to prepare functional specifications
- Develops functional requirements and documentation bases on accepted user criteria
- Skilled in one or more programming languages used by Client
- Codes and debugs, documents and tests on complex projects and on specified phases of application programs
- Full working knowledge of an application development language /package, program design, application development methodology

8 - Mid-Level

- Bachelor's degree/equivalent in computer science, IT or related discipline
- 5 or more years experience in systems development and skills/platform/environment requested by Client management
- Gathers user requirements in order to prepare functional specifications
- Designs and transforms user requirements into an application program for a data processing system
- Skilled in one or more programming languages used by Client
- Works on highly complex projects and provides technical direction. Participates in the total design of major software systems.
- Writes business/technical or design specifications/documentation

9 - Senior

- Bachelor's degree/equivalent in computer science, IT or related discipline
- 7 or more years of professional experience in research and development and the creative application of technology to business problems. Includes 2 years programming experience
- Strong knowledge of automated systems and a specific knowledge of the business aspects of a project, and applying this expertise as a project/technical lead
- Project leader in the development and administration of major projects involving user areas and technology planning
- Expert working knowledge of an application development language/package, program design, application development methodology and system architecture
- Strong analytical, project management, human relations and communication skills

BUSINESS ANALYST

10 - Junior

- Bachelor's degree/equivalent in computer science, business or other quantitative discipline
- 2 to 4 years of professional experience in business systems/systems analysis or related field, including modeling, project management, optimization, simulation
- Evaluates business problems and recommend information systems solutions
- Acts as design and development technical liaison between technical and user groups
- Plans/facilitates implementation of information systems projects
- Assists in the development of alternative solutions and applies financial risk analysis to formulate recommendations
- Develops functional specifications and conceptual systems designs from which programs will be written

11 - Mid-Level

- Bachelor's degree/equivalent in computer science, mathematics, statistics, engineering or business
- 5 or more year's professional business systems experience in the development of major products/systems. 2 years experience in analyzing business operations and developing advanced, major, technical automated solutions.
- Experience in computer related techniques including modeling, project management, optimization and simulation
- Leads the evaluation of business problems and recommends information systems to user groups
- Develops alternative technological solutions with business justifications and cost analysis

12 - Senior

- Bachelor's degree/equivalent in computer science, mathematics, statistics, engineering or business
- 7 or more years professional experience in the design/development and project management of automated information technology solutions for directly related complex business operations
- 3 years experience in analyzing business operations, developing and implementing advanced, major, technical automated solutions
- Experience in software engineering (case tools, modeling and quality control in development processes) and knowledge of one or more programming languages used at Client
- Acts as project lead in the coordination, design, development and implementation of information systems to user groups
- Strong analytical, project management, human relations and communication skills

DATABASE ADMINISTRATOR

13 - Junior

- Bachelor's degree/equivalent in computer science, math or related field
- 3 years data processing experience, including 2 years system development experience related to requested platform/environment by Client management
- Skill in one or more programming languages used by Client
- Experience in database design and database programming or data/object administration
- Implements and monitors database architectures
- Monitors the database coding of the Programmer /Application developers

14 - Mid-Level

- Bachelor's degree/equivalent in computer science, math or related field
- 5 years data processing experience, including 3 years systems development experience and 2 years database administration experience or 2 years of data administration experience related to requested platform/environment by Client management
- Implements and monitors database architectures, and provides system documentation
- Skill in one or more programming languages used by Client
- Responsibility for the efficient use of database resources by reviewing system and programming designs

15 - Senior

- Bachelor's degree/equivalent in computer science, math or related field
- 8 years data processing experience, including 4 years systems development experience and 3 years database administration experience or 3 years of data administration experience related to requested platform/environment by Client management
- Skill in one or more programming languages used by Client
- Perform as project/technical lead on major complex database design/architecture projects

HARDWARE TECHNICIAN

16 - Junior

- Associate's degree/equivalent in engineering, electronic technology or computer science
- 4 years experience in installing, maintaining, and diagnosing failures in electronic, microcomputer and/or telecommunications equipment and/or depot bench repair
- Planning, scheduling, program management, technical support and operations of in-house technical products
- Knowledge of software/hardware requirements, transition mediums, lines disciplines and protocols

17 - Mid-Level

- Bachelor's degree/equivalent in engineering, electronic technology, computer science
- 6 years experience in installing, maintaining, and diagnosing failures in electronic, microcomputer or telecommunications equipment and/or depot bench repair
- Provides guidance to system technicians and performs preventative maintenance tasks
- Uses advanced diagnostic techniques to correct network-level problems
- Planning, scheduling, program management, technical support and operations of in-house technical products
- Knowledge of software/hardware requirements, transition mediums, line disciplines and protocols

18 - Senior

- Bachelor's degree/equivalent in engineering, electronic technology, computer science
- 7+ years experience in installing, maintaining, and diagnosing failures in electronic, microcomputer or telecommunications equipment and/or depot bench repair
- Provides guidance to system technicians and performs preventative maintenance tasks
- Uses advanced diagnostic techniques to correct network-level problems
- Planning, scheduling, program management, technical support and operations of in-house technical products
- Knowledge of software/hardware requirements, transition mediums, line disciplines and protocols
- Assists in all departmental management and administrative functions
- Acts as department manager in his/her absence

SYSTEM ADMINISTRATOR

19 - Junior

- Controls the processing of programs and peripheral equipment on mainframe
- Ensures the highest level of customer service
- Assists in the establishment of production runs
- Ensures that job control language, run documentation and data files are available
- Assists in job set-up, problem identification, escalation and resolution
- Communicates operations status to allow for immediate service response
- Bachelor's Degree in Computer Science or Information Systems
- 1 to 2 years of IT work experience

20 - Mid-Level

- Controls the processing of programs and peripheral equipment on mainframe
- Ensures the highest level of customer service
- Assists in the establishment of production runs
- Ensures that job control language, run documentation and data files are available
- Assists in job set-up, problem identification, escalation and resolution
- Communicates operations status to allow for immediate service response
- Bachelor's Degree in Computer Science or Information Systems
- 2 to 4 years of IT work experience
- Works independently or as a part of a team under general supervision
- May coach more junior staff

21 - Senior

- Manages and controls the processing of all programs and peripheral equipment
- Manages operations of both mainframe and distributed computer systems
- Ensures the highest levels of service
- Performs problem identification, escalation and resolution
- Bachelor's Degree in Computer Science or Information Systems
- 3 to 5 years of IT work experience
- Coaches more junior technical staff (both levels)
- Assists with administrative and managerial aspects of departmental operation

PROJECT MANAGER

22 - Junior

- Bachelor's degree/equivalent
- 3 or more years experience in project management
- Responsible for project planning, task coordination, risk analysis and project status reporting for a single project or single project sub-team
- Working knowledge of project management procedures, including managing scope, budget, and schedule
- Project manage activities spanning multiple business functions
- Effective communication, interpersonal and team building skills

23 - Mid-Level

- Bachelor's degree/equivalent
- 5 or more years experience project management
- Expert knowledge of required project management procedures, including managing scope, budget, and schedule
- Excellent communications and leadership skills capable of handling complex projects, project teams, and project managers through effective interpersonal and team building skills
- Technical expertise in performing detailed and complex project management functions including the use of project management software tools
- Highly developed level of proficiency in preparing and presenting project status reports and reviews to Director-level management

24 - Senior

- Bachelor's degree/equivalent
- 7 or more years experience in project management
- 2 or more years project work related to requested project scope
- All requirements for Project Manager, Senior
- Manage highly complex activities spanning multiple business functions, and multiple projects
- In depth knowledge of project management methodologies, best practices, and project tracking and reporting techniques. Proficient in communicating at executive (VP and above) levels.
- Provide technical/functional leadership contribution to project team

ENGINEER

25 - Junior

- Bachelor's degree/equivalent in a computer related field such as Computer Science, Information Systems, or Computer Engineering
- 2 years of experience is required with a Bachelor's Degree in a branch of Engineering directly related to hiring discipline
- Performs routine engineering work requiring application of standard techniques, procedures, and criteria in carrying out a sequence of related computer engineering tasks.
- Requires work experience acquired in an entry-level position, or appropriate graduate level study. For training and development purposes, assignments may include some work that is typical of a higher level.
- Using prescribed methods, performs specific and limited portions of a broader assignment of an experienced engineer. Applies standard practices and techniques in specific situations, adjust and correlates data, recognizes discrepancies in results, and follows operations through a series of related detailed steps or processes.

26 - Mid-Level

- Bachelor's degree/equivalent in a computer related field such as Computer Science, Information Systems, or Computer Engineering
- 5 years of experience is required with a Bachelor's Degree in a branch of Engineering directly related to hiring discipline
- As a competent engineer in all conventional aspects of the subject matter or the functional area of the assignments, plans and conducts work requiring judgment in the independent evaluation, selection and substantial adaptation and modification of standard techniques, procedures, and criteria.
- Devises new approaches to problems encountered. Performs in-depth studies of unique or convoluted problems using sophisticated methodologies and presentation techniques.
- Requires sufficient professional experience to assure competence as a fully trained worker; or, for positions primarily of a research nature, completion of all requirements for a doctoral degree may be substituted for experience.
- Independently performs most assignments with instructions as to the general results expected. Receives technical guidance on unusual or complex problems and supervisory approval on proposed plans for projects.
- May supervise a few engineers, analysts, programmers, or technicians on assigned work.

27 - Senior

- Bachelor's degree/equivalent in a computer related field such as Computer Science, Information Systems, or Computer Engineering, Masters or equivalent experience
- 7 years of experience is required with a Bachelor's Degree in a branch of Engineering directly related to hiring discipline
- As a fully competent engineer in all conventional aspects of the subject matter or the functional area of the assignments, plans and conducts work requiring judgment in the independent evaluation, selection and substantial adaptation and modification of standard techniques, procedures, and criteria.
- Devises new approaches to problems encountered. Performs in-depth studies of unique or convoluted problems using sophisticated methodologies and presentation techniques.
- Requires sufficient professional experience to assure competence as a fully trained worker; or, for positions primarily of a research nature, completion of all requirements for a doctoral degree may be substituted for experience.
- Independently performs most assignments with instructions as to the general results expected.
- Plans, schedules, conducts, or coordinates detailed phases of the engineering work in a part of a major project or in a total project of moderate scope. Performs work which involves conventional engineering practice but may include a variety of complex features such as conflicting design requirements, unsuitability of standards, and difficult coordination requirements.
- Work requires a broad knowledge of precedents in the specialty area and a good knowledge of principles and practices of related specialties.
- Fully capable to supervise engineers, analysts, programmers, or technicians on assigned work.

**ERP (Enterprise Resource Planning) / CRM (Customer Relationship Management) DEVELOPER
(TECHNICAL)**

28 - Junior

- Bachelor's degree/equivalent in computer science, IT or related discipline
- 2 to 5 years experience in requisite ERP/CRM system including development, customization, integration, administration and production support within the platform/environment requested by Client management
- Gathers user requirements data in order to prepare functional specifications
- Develops functional requirements and documentation bases on accepted user criteria
- Skilled programming and technical customization of ERP/CRM system used by Client
- Codes and debugs, documents and tests on complex projects and on specified phases of ERP/CRM applications
- Full working knowledge of ERP/CRM application development language /package, program design, application development methodology

29 - Mid-Level

- Bachelor's degree/equivalent in computer science, IT or related discipline
- 5 or more years experience in requisite ERP/CRM system including development, customization, integration, administration and production support within the platform/environment requested by Client management
- Gathers user requirements in order to prepare functional specifications
- Designs and transforms user requirements into an application program for a data processing system
- Skilled programming and technical customization of ERP/CRM system used by Client
- Works on highly complex projects and provides technical direction. Participates in the total design of ERP/CRM systems.
- Writes business/technical or design specifications/documentation

30 - Senior

- Bachelor's degree/equivalent in computer science, mathematics, statistics, engineering or business
- 7 or more years experience in requisite ERP/CRM system including development, customization, integration, administration and production support within the platform/environment requested by Client management. Strong knowledge of automated systems and a specific knowledge of the business aspects of a project, and applying this expertise as a project/technical lead
- Project leader in the development and administration of major projects involving user areas and technology planning within the ERP/CRM environment.
- Expert working knowledge of ERP/CRM application development language/package, program design, application development methodology and system architecture
- Strong analytical, project management, human relations and communication skills

ERP (Enterprise Resource Planning) / CRM (Customer Relationship Management) FUNCTIONAL BUSINESS ANALYST

31 - Junior

- Bachelor's degree/equivalent in computer science, business or other quantitative discipline
- 2 to 4 years of professional experience in ERP/CRM business systems, systems analysis or related field, including architecture, project management, optimization
- Evaluates business problems and recommend ERP/CRM information systems solutions
- Acts as ERP/CRM design and development technical liaison between technical and user groups
- Plans/facilitates implementation of ERP/CRM information systems projects
- Assists in the development of alternative solutions and applies financial risk analysis to formulate recommendations
- Develops ERP/CRM functional specifications, business process procedures and conceptual systems designs from which ERP/CRM applications will be written or customized

32 - Mid-Level

- Bachelor's degree/equivalent in computer science, mathematics, statistics, engineering or business
- 5 or more year's professional business systems experience in the development and implementation of ERP/CRM products/systems. 2 years experience in analyzing business operations and developing advanced, major, technical automated ERP/CRM solutions.
- Experience in computer related techniques including ERP/CRM architecture, modeling, project management, optimization
- Leads the evaluation of ERP/CRM related business problems and recommends ERP/CRM information systems to user groups
- Develops alternative technological solutions with business justifications and cost analysis
- Develops ERP/CRM functional specifications, business process procedures and conceptual systems designs from which ERP/CRM applications will be written or customized

33 - Senior

- Bachelor's degree/equivalent in computer science, mathematics, statistics, engineering or business
- 7 or more years professional experience in the design/development, implementation, customization and project management of ERP/CRM information technology solutions directly related to complex business operations across the enterprise environment
- 3 years experience in analyzing business operations, developing and implementing advanced, major, technical ERP/CRM solutions
- Experience in technical aspects of the ERP/CRM solution including familiarity with applications architecture and technical specifications
- Acts as project lead in the coordination, design, development, implementation and customization of ERP/CRM information systems to user groups
- Strong analytical, project management, human relations and communication skills

ERP (Enterprise Resource Planning) / CRM (Customer Relationship Management) DATABASE ADMINISTRATOR

34 - Mid-Level

- Bachelor's degree/equivalent in computer science, math or related field
- 5 years data processing experience within an ERP/CRM environment, including 3 years systems development experience and 2 years database administration experience or 2 years of data administration experience related to requested ERP/CRM platform/environment
- Implements and monitors database architectures, and provides system documentation within the ERP/CRM environment
- Responsibility for the efficient use of database resources by reviewing system and programming designs with the ERP/CRM environment

35 - Senior

- Bachelor's degree/equivalent in computer science, math or related field
- 8 years data processing experience within an ERP/CRM environment, including 4 years systems development experience and 3 years database administration experience or 3 years of data administration experience related to requested ERP/CRM platform/environment
- Perform as project/technical lead on major complex database design/architecture projects

ERP (Enterprise Resource Planning) / CRM (Customer Relationship Management) PROJECT MANAGER

36 - Junior

- Bachelor's degree/equivalent
- 3 or more years experience in project management, managing ERP/CRM related projects
- Responsible for project planning, task coordination, risk analysis and project status reporting for a single project or single project sub-team
- Working knowledge of project management procedures, including managing scope, budget, and schedule within an ERP/CRM project
- Project manage activities spanning multiple business functions related to ERP/CRM
- Effective communication, interpersonal and team building skills

37 - Mid-Level

- Bachelor's degree/equivalent
- 5 or more years experience project management, managing ERP/CRM related projects
- Expert knowledge of required project management procedures, including managing scope, budget, and schedule within an ERP/CRM project
- Excellent communications and leadership skills capable of handling complex projects, project teams, and project managers through effective interpersonal and team building skills
- Technical expertise in performing detailed and complex project management functions including the use of project management software tools related to ERP/CRM project
- Highly developed level of proficiency in preparing and presenting project status reports and reviews to Director-level management

38 - Senior

- Bachelor's degree/equivalent
- 7 or more years experience in project management, managing ERP/CRM related projects
- 2 or more years project work related to requested project scope
- Expert knowledge of required project management procedures, including managing scope, budget, and schedule within an ERP/CRM project
- Excellent communications and leadership skills capable of handling complex projects, project teams, and project managers through effective interpersonal and team building skills
- Manage highly complex activities spanning multiple business functions, and multiple projects
- In depth knowledge of project management methodologies, best practices, and project tracking and reporting techniques. Proficient in communicating at executive (VP and above) levels.
- Provide technical/functional leadership contribution to project team

SUBJECT MATTER EXPERT

39 - Mid-Level

- Bachelors Degree or the equivalent years in experience
- Must have 10 years of experience in the industry. At least 5 of those years must be directly related to the required area of expertise.
- Provides technical management and direction for problem definition, analysis and requirements development and implementation for complex systems in the subject matter area.
- Provides recommendations and advice on system improvements, optimization and maintenance in the subject matter area

40 - Senior

- Bachelors Degree. Advanced degree or the equivalent years in experience
- Must have 15 years of experience in the industry. At least 7 of those years must be directly related to the required area of expertise.
- Provides technical management and direction for problem definition, analysis and requirements development and implementation for complex systems in the subject matter area.
- Provides recommendations and advice on system improvements, optimization and maintenance in the subject matter area

CONTRACTOR'S AUTHORIZED GSA SCHEDULE CONTRACT PRICING

<u>Labor Category</u>	<u>GSA Hourly Rate</u>
Technical Writer/Jr	\$40.30
Technical Writer/Mid	\$48.36
Technical Writer/Sr	\$55.42
Developer/Jr	\$65.49
Developer/Mid	\$80.60
Developer/Sr	\$95.72
ERP/CRM Developer/Jr	\$75.57
ERP/CRM Developer/Mid	\$100.76
ERP/CRM Developer/Sr	\$141.06
Business Analyst/Jr	\$43.32
Business Analyst/Mid	\$55.42
Business Analyst/Sr	\$64.48
ERP/CRM Functional Business Analyst/Jr	\$85.64
ERP/CRM Functional Business Analyst/Mid	\$120.91
ERP/CRM Functional Business Analyst/Sr	\$176.32
Database Administrator/Jr	\$57.43
Database Administrator/Mid	\$65.49
Database Administrator/Sr	\$95.72
ERP/CRM Expert Database Administrator/Mid	\$130.98
ERP/CRM Expert Database Administrator/Sr	\$151.13
Hardware Tech/Jr	\$30.23
Hardware Tech/Mid	\$38.29
Hardware Tech/Sr	\$47.36
Project Manager/Jr	\$51.39
Project Manager/Mid	\$64.48
Project Manager/Sr	\$77.58
System Admin/Jr	\$60.45
System Admin/Mid	\$70.53
System Admin/Sr	\$80.60
Engineer/Jr	\$47.36
Engineer/Mid	\$55.42
Engineer/Sr	\$63.48
IT Subject Matter Expert/Mid	\$98.74
IT Subject Matter Expert/Sr	\$130.98
ERP/CRM Project Manager/Jr	\$110.83
ERP/CRM Project Manager/Mid	\$130.98
ERP/CRM Project Manager/Sr	\$161.21
Quality Assurance Tester/Jr	\$45.34
Quality Assurance Tester/Mid	\$55.42
Quality Assurance Tester/Sr	\$70.53