GENERAL SERVICES ADMINISTRATION

AUTHORIZED MULTIPLE AWARD SCHEDULE

BahFed Corp

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Portland, OR 97205-3063

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Contract Number: **GS-35F-0431Y**

Period Covered by Contract: **May 25, 2012 – May 24, 2027**

Pricelist current through Modification PO- 0134, dated January 5, 2023.

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

Special Item No. 33411 Purchase of Equipment

Special Item No. 54151S Information Technology Professional Services

Special Item No. 518210C - Cloud and Cloud-Related IT Professional Services

Note: 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.

SIN 33411 PURCHASE OF EQUIPMENT

> FSC CLASS 7010 - SYSTEM CONFIGURATION
>
>> End User Computers/Desktop Computers Professional Workstations
>>
>> Servers
>>
>> Laptop/Portable/Notebook Computers Large Scale Computers
>>
>> Optical and Imaging Systems
>>
>> Other Systems Configuration Equipment, Not Elsewhere Classified
>
> FSC CLASS 7025 - INPUT/OUTPUT AND STORAGE DEVICES
>
>> Printers Display
>>
>> Graphics, including Video Graphics, Light Pens, Digitizers, Scanners, and Touch Screens Network Equipment
>>
>> Other Communications Equipment Optical Recognition Input/Output Devices
>>
>> Storage Devices including Magnetic Storage, Magnetic Tape Storage and Optical Disk Storage Other Input/Output and Storage Devices, Not Elsewhere Classified
>
> FSC CLASS 7035 - ADP SUPPORT EQUIPMENT
>
>> ADP Support Equipment
>
> FSC Class 7042 - MINI AND MICRO COMPUTER CONTROL DEVICES
>
>> Microcomputer Control Devices
>>
>> Telephone Answering and Voice Messaging Systems
>
> FSC CLASS 7050 - ADP COMPONENTS
>
>> ADP Boards
>
> FSC CLASS 5995 - CABLE, CORD, AND WIRE ASSEMBLIES: COMMUNICATIONS EQUIPMENT

Communications Equipment Cables

FSC CLASS 6015 - FIBER OPTIC CABLES

Fiber Optic Cables

FSC CLASS 6020 - FIBER OPTIC CABLE ASSEMBLES AND HARNESSES

Fiber Optic Cable Assemblies and Harnesses

FSC CLASS 6145 - WIRE AND CABLE, ELECTRICAL

Coaxial Cables

FSC Class 5805 - TELEPHONE AND TELEGRAPH EQUIPMENT

Telephone Equipment

Audio and Video Teleconferencing Equipment

FSC CLASS 5810 - COMMUNICATIONS SECURITY EQUIPMENT AND COMPONENTS

Communications Security Equipment

FSC CLASS 5815 - TELETYPE AND FACSIMILE EQUIPMENT

Facsimile Equipment (FAX)

FSC CLASS 5820 - RADIO AND TELEVISION COMMUNICATION EQUIPMENT, EXCEPT AIRBORNE

Two-Way Radio Transmitters/Receivers/Antennas Broadcast Band Radio Transmitters/Receivers/Antennas Microwave Radio Equipment/Antennas and Waveguides Satellite Communications Equipment

FSC CLASS 5821 - RADIO AND TELEVISION COMMUNICATION EQUIPMENT, AIRBORNE

Airborne Radio Transmitters/Receivers

FSC CLASS 5825 - RADIO NAVIGATION EQUIPMENT, EXCEPT AIRBORNE

Radio Navigation Equipment/Antennas

FSC CLASS 5826 - RADIO NAVIGATION EQUIPMENT, AIRBORNE

Airborne Radio Navigation Equipment

FSC CLASS 5830 - INTERCOMMUNICATION AND PUBLIC ADDRESS SYSTEMS, EXCEPT AIRBORNE

Pagers and Public Address Systems (wired and wireless transmissions, including background music systems)

FSC CLASS 5841 - RADAR EQUIPMENT, AIRBORNE

Airborne Radar Equipment

FSC CLASS 5895 - MISCELLANEOUS COMMUNICATION EQUIPMENT

Miscellaneous Communications Equipment

NOTE: Installation must be incidental to, in conjunction with and in direct support of the products sold under SIN 33411 of this contract and cannot be purchased separately. If the construction, alteration or repair is segregable and exceeds $2,000, then the requirements of the Davis-Bacon Act apply. In applying the Davis-Bacon Act, ordering activities are required to incorporate wage rate determinations into orders, as applicable.

SIN 54151S - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES FPDS Code D301 IT Facility Operation and Maintenance

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 D310 IT Backup and Security Services FPDS Code D311 IT Data Conversion Services

FPDS Code D313 Computer Aided Design/Computer Aided Manufacturing (CAD/CAM) Services FPDS Code D316 IT Network Management Services

FPDS Code D317 Creation/Retrieval of IT Related Automated News Services, Data Services, or

Other Information Services (All other information services belong under Schedule 76) 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 Agencies 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 performance by the publisher or manufacturer or one of their authorized agents.

SIN 518210C - Cloud and Cloud-Related IT Professional Services

Includes commercially available cloud computing services such as Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS) and emerging cloud services. IT professional services that are focused on providing the types of services that support the Government's adoption of, migration to or governance/management of Cloud computing. Specific

labor categories and/or fixed price solutions (e.g. migration services, etc.) that support activities associated with assessing Cloud solutions, refactoring workloads for Cloud solutions, migrating legacy or other systems to Cloud solutions, providing management/governance of Cloud solutions, DevOps, developing cloud native applications or other Cloud oriented activities.

NOTE: Subject to Cooperative Purchasing

FSC/PSC Class D305 IT AND TELECOM- TELEPROCESSING, T IMESHARE, AND CLOUD COMPUTING
Cloud Computing Services

SIN Description	Sub-Categories
Commercially available cloud computing services Meets the National Institute for Standards and Technology (NIST) definition of Cloud Computing essential characteristics Open to all deployment models (private, public, community or hybrid), vendors specify deployment models	**Software as a Service (SaaS):** Consumer uses provider's applications on cloud infrastructure. Does not manage/control platform or infrastructure. Limited application level configuration may be available. **Platform as a Service (PaaS):** Consumer deploys applications onto cloud platform service using provider-supplied tools. Has control over deployed applications and some limited platform configuration but does not manage the platform or infrastructure. **Infrastructure as a Service (IaaS):** Consumer provisions computing resources. Has control over OS, storage, platform, deployed applications and some limited infrastructure configuration, but does not manage the infrastructure.

Table 1: Cloud Computing Services (i.e. IaaS, etc.)

NOTE: Offerors may optionally select the single sub-category that best fits each cloud service offering, per Service Model Guidance, or select no sub-category if the offering does not fit an existing NIST service model.

DESCRIPTION OF CLOUD COMPUTING SERVICES (i.e. IaaS, etc.) AND PRICING

a) The information provided below is designed to assist Offerors in qualifying cloud computing services and provide complete descriptions.

b) In addition to standard pricing requirements, a ll pricing models must have the core capability to meet the NIST Essential Cloud Characteristics, particularly with respect to on-demand self-service, while allowing alternate variations at the task order level at agency discretion, pursuant to the guidance on NIST Essential Characteristics.

Table 2 summarizes the additional Offeror provided description requirements for services proposed under the Cloud Computing Services (i.e IaaS, etc.). All mandatory description requirements must be complete, and adequate according to evaluation criteria.

In addition there is one "Optional" reporting descriptions which exists to provide convenient service selection by relevant criteria. Where provided, optional description requirements must be complete and adequate according to evaluation criteria:

1) The NIST Service Model provides sub-categories for the Cloud SIN and is strongly encouraged, but not required. The Service Model based sub-categories provide this SIN with a structure to assist ordering activities in locating and comparing services of interest. Contractors may optionally select the single service model most closely corresponding to the specific service offering.

2) If a sub-category is selected it will be evaluated with respect to the NIST Service Model definitions and guidelines in "Guidance for Contractors".

#	Description Requirement	Reporting Type	Instructions
1	Provide a brief written description of how the proposed cloud computing services (i.e. IaaS, etc.) satisfies each individual essential NIST Characteristic	Mandatory	The cloud service must be capable of satisfying each of the five NIST essential Characteristics as outlined in NIST Special Publication 800-145. See 'GUIDANCE FOR CONTRACTORS: NIST Essential Characteristics' below in this document for detailed overall direction, as well as guidance on inheriting essential characteristics. The NIST "Measured Service" characteristic requires a minimal "pay as you go" unit of measurement appropriate for the service. In the case of SaaS, the appropriate maximum measured increment of service shall be no more than 30 days per user, or some other equivalent discrete measurement that provides the government with the advantage of frequent (approximately every 30 days) "pay as you go" metering cycles. SaaS products, where consumption is only measured on an annual basis, may better fit under "Term Software License" SIN 132-32. Likewise, offers of any combinations of IaaS, PaaS or any other cloud product services in a bundle or other fashion that do not meet the frequency requirements of approximately 30 - day measurement and billing cycles, will not be accepted as complying with the NIST Measured Service characteristic.

2	Select NIST deployment models for the cloud computing service proposed.	Mandatory	Contractors must select at least one NIST deployment model as outlined in NIST Special Publication 800-145 describing how the proposed cloud computing service is deployed. Select multiple deployment models if the service is offered in more than one deployment model. See 'GUIDANCE FOR CONTRACTORS: NIST Deployment Model' below in this document for detailed direction on how to best categorize a service for the NIST deployment models.
3	Optionally select the most appropriate NIST service model that will be the designated sub-category, or may select no sub-category.	Optional	Contractor may select a single NIST Service model to sub-categorize the service as outlined in NIST Special Publication 800-145. Sub-category selection is optional but recommended. See 'GUIDANCE FOR CONTRACTORS: NIST Service Model' below in this document for detailed direction on how to best categorize a service for the NIST IaaS, PaaS, and SaaS service models.

Table 2: Cloud Service Description Requirements

2)   GUIDANCE FOR OFFERORS

This section offers guidance for interpreting the Contractor Description Requirements in Table 2

(above) including the NIST essential cloud characteristics, service models and deployment models. This section is not a list o f requirements.

Offeror specific definitions of cloud computing characteristics and models or significant variances from the NIST essential characteristics or models are discouraged and will not be considered in the scope of this SIN or accepted in response to evaluation factors. The only applicable cloud characteristics, service model/subcategories and deployment models for this SIN will be drawn from the NIST 800-145 special publication. Services qualifying for listing as cloud computing services (i.e. IaaS, etc.) under this SIN must substantially satisfy the essential characteristics of cloud computing as documented in the NIST Definition of Cloud Computing SP 800-145[1]

Offerors must select deployment models corresponding to each way the service can be deployed. Multiple deployment model designations for a single cloud service are permitted but at least one deployment model must be selected.

Both Cloud service model (i.e. IaaS, etc.) and deployment model (i.e. public, etc.) designations must accord with NIST definitions. Guidance is offered in this document on making the most appropriate selection

a) NIST Essential Characteristics

General Guidance

NIST's essential cloud characteristics provide a consistent metric for whether a service is eligible for inclusion in this SI N. It is understood that due to legislative, funding and other constraints that government entities cannot always leverage a cloud service to the extent that all NIST essential characteristics are commercially available. For the purposes of the Cloud SIN, meeting the NIST essential characteristics is determined by whether each essential capability of the commercial service is availab le for the service, whether or not the Ordering Activity actually requests or implements the capability. The guidance in Table 3 offers examples of how services might or might not be included based on the essential characteristics, and how the Contractor should interpret the characteristics in light of current government contracting processes.

Characteristic	Capability	Guidance
On-demand self-service	Ordering activities can directly provision services without requiring Contractor intervention. This characteristic is typically implemented via a service console or programming interface for provisioning	Government procurement guidance varies on how to implement on-demand provisioning at this time. Ordering activities may approach on-demand in a variety of ways, including "not-to-exceed" limits, or imposing monthly or other appropriate payment cycles on what are essentially on demand services. Services under this SIN must be capable of true on-demand self-service, and ordering activities and Contractors must negotiate how they implement on demand capabilities in practice at the task order level: Ordering activities must specify their procurement approach and requirements for on-demand service Contractors must propose how they intend to meet the approach Contractors must certify that on-demand self-service is technically available for their service should procurement guidance become available.
Broad Network Access	Ordering activities are able to access services over standard agency networks Service can be accessed and provisioned using standard devices such as browsers, tablets and mobile phones	Broad network access must be available without significant qualification and in relation to the deployment model and security domain of the service Contractors must specify any ancillary activities, services or equipment required to access cloud services or integrate cloud with other cloud or non-cloud networks and services. For example, a private cloud might require an Ordering Activity to purchase or provide a dedicated router, etc. which is acceptable but should be indicated by the Contractor.
Resource Pooling	Pooling distinguishes cloud services from simple offsite hosting. Ordering activities draw resources from a common pool maintained by the Contractor Resources may have general characteristics such as regional location	The cloud service must draw from a pool of resources and provide an automated means for the Ordering Activity to dynamically allocate them. Manual allocation, e.g. manual operations at a physical server farm where Contractor staff configure servers in response to Ordering Activity requests, does not meet this requirement Similar concerns apply to software and platform models; automated provisioning from a pool is required Ordering activities may request dedicated physical hardware, software or platform resources to access a private cloud deployment service. However the provisioned cloud resources must be drawn from a common pool and automatically allocated on request.
Rapid Elasticity	Rapid provisioning and de-provisioning commensurate with demand	Rapid elasticity is a specific demand-driven case of self-service 'Rapid' should be understood as measured in minutes and hours, not days or weeks. Elastic capabilities by manual request, e.g. via a console operation or programming interface call, are required. Automated elasticity which is driven dynamically by system load, etc. is optional. Contractors must specify whether automated demand-driven elasticity is available and the general mechanisms that drive the capability.

Measured Service	Measured service should be understood as a reporting requirement that enables an Ordering Activity to control their use in cooperation with self service	Procurement guidance for on-demand self-service applies to measured service as well, i.e. rapid elasticity must be technically available but ordering activities and Contractors may mutually designate other contractual arrangements. Regardless of specific contractual arrangements, reporting must indicate actual usage, be continuously available to the Ordering Activity, and provide meaningful metrics appropriate to the service measured Contractors must specify that measured service is available and the general sort of metrics and mechanisms available The goal of the Measured Service requirement is to ensure Ordering Activities realize the full benefit of "pay as you go" consumption models. Consumption measurements that are not discrete enough or frequent enough (greater than 30 days), will not fulfill this NIST essential characteristic and will not be eligible for inclusion in this SIN.

Inheriting Essential Characteristics

Cloud Services (i.e. IaaS, etc.) may depend on other cloud services, and cloud service models such as PaaS and SaaS are able to inherit essential characteristics from other cloud services that support them. For example a PaaS platform service can inherit the b road network access made available by the IaaS service it runs on, and in such a situation would be fully compliant with the broad network a ccess essential characteristic. Cloud Services (i.e. IaaS, etc.) inheriting essential characteristics must make the inherited characteristic fully available at their level of delivery to claim the relevant characteristic by inheritance.

Inheriting characteristics does not require the inheriting provider to directly bundle or integrate the inherited service, bu t it does require a reasonable measure of support and identification. For example, the Ordering Activity may acquire an IaaS service from "Provider A" and a PaaS service from "Provider B". The PaaS service may inherit broad network access from "Provider A" but must identify and support the inherited service as an acceptable IaaS provider.

Assessing Broad Network Access

Typically broad network access for public deployment models implies high bandwidth access from the public internet for authorized users.
In a private cloud deployment internet access might be considered broad access, as might be access through a dedicated shared high bandwidth network connection from the Ordering Activity, in accord with the private nature of the deployment model.

All cloud resource pools are finite, and only give the appearance of infinite resources when sufficiently large, as is sometimes the case with a public cloud. The resource pool supporting a private cloud is typically smaller with more visible limits. A finite pool of resources purchased as a private cloud service qualifies as resource pooling so long as the resources within the pool can be dynamically allocate d to the ultimate users of the resource, even though the pool itself appears finite to the Ordering Activity that procures access to the pool as a source of dynamic service allocation.

1) <u>NIST Service Model</u>

The Contractor may optionally document the service model of cloud computing (e.g. IaaS, PaaS, SaaS, or a combination thereof, that most closely describes their offering, using the definitions in The NIST Definition of Cloud Computing SP 800 -145. The following guidance is offered for the proper selection of service models.

NIST's service models provide this SIN with a set of consistent sub-categories to assist ordering activities in locating and comparing Cloud services (i.e. IaaS, etc.) of interest. Service model is primarily concerned with the nature of the service o ffered and the staff and activities most likely to interact with the service. Contractors should select a single service model most closely corresponding to their proposed service based on the guidance below. It is understood that cloud services can technically incorporate multiple service models and the intent is to provide the single best categorization of the service.

Contractors should take care to select the NIST service model most closely corresponding to each service offered. Contractors should not invent, prolifera te or select multiple cloud service model sub-categories to distinguish their offerings, because ad-hoc categorization prevents consumers from comparing similar offerings. Instead vendors should make full use of the existing NIST categories to the fullest extent possible.

For example, in this SIN an offering commercially marketed by a Contractor as "Storage as a Service" would be properly characterized as Infrastructure as a Service (IaaS), storage being a subset of infrastructure. Services commercially m arketed as "LAMP as a Service" or "Database as a Service" would be properly characterized under this SIN as Platform as a Service (PaaS), as they deliver two kinds of platform services. Services commercially marketed as "Travel Facilitation as a Service" o r "Email as a Service" would be properly characterized as species of Software as a Service (SaaS) for this SIN.

However, Contractors can and should include appropriate descriptions (including commercial marketing terms) of the service in the full descriptions of the service's capabilities.

When choosing between equally plausible service model sub-categories, Contractors should consider several factors:

a) Visibility to the Ordering Activity. Service model sub-categories in this SIN exist to help Ordering Activities

match their requirements with service characteristics. Contractors should select the most intuitive and appropriate service model from the point of view of an Ordering Activity.

b) Primary Focus of the Cloud Service (i.e. IaaS, etc.). Services m ay offer a mix of capabilities that span service models in the strict technical sense. For example, a service may offer both IaaS capabilities for processing and storage, along with some PaaS capabilities for application deployment, or SaaS capabilities for specific applications. In a service mix situation the Contractor should select the service model that is their primary focus. Alternatively contractors may choose to submit multiple service offerings for the SIN, each optionally and separately subcategorized.

c) Ordering Activity Role. Contractors should consider the operational role of the Ordering Activity's primary actual consumer or operator of the service. For example services most often consumed by system managers are likely to fit best as IaaS; services most often consumed by application deployers or developers as PaaS, and services most often consumed by business users as SaaS.

d) Lowest Level of Configurability. Contractors can consider IaaS, PaaS and SaaS as an ascending hierarchy of complexity, and select the model with the lowest level of available Ordering Activity interaction. As an example, virtual machines are an IaaS service often bundled with a range of operating systems, which are PaaS services. The Ordering Activity usually has access to configure the lower level IaaS service, and the overall service should be considered IaaS. In cases where the Ordering Activity cannot configure the speed, memory, network configuration, or any other aspect of the IaaS component, consider categorizing as a PaaS service.

Cloud management and cloud broker services should be categorized based on their own characteristics and not those of the othe r cloud services that are their targets. Management and broker services typically fit the SaaS service model, regardless of whether the services they manage are SaaS, PaaS or IaaS. Use Table 3 to determine which service model is appropriate for the cloud management or cloud broker services, or, alternately choose not to select a service model for the service.

The guidance in Table 4 offers examples of how services might be properly mapped to NIST service models and how a Contractor should interpret the service model sub-categories.

Service Model	Guidance
Infrastructure as a Service (IaaS)	Select an IaaS model for service based equivalents of hardware appliances such as virtual machines, storage devices, routers and other physical devices. IaaS services are typically consumed by system or device managers who would configure physical hardware in a non-cloud setting The principal customer interaction with an IaaS service is provisioning then configuration, equivalent to procuring and then configuring a physical device. Examples of IaaS services include virtual machines, object storage, disk block storage, network routers and firewalls, software defined networks. Gray areas include services that emulate or act as dedicated appliances and are directly used by applications, such as search appliances, security appliances, etc. To the extent that these services or their emulated devices provide direct capability to an application they might be better classified as Platform services (PaaS). To the extent that they resemble raw hardware and are consumed by other platform services they are better classified as IaaS.
Platform as a Service (PaaS)	Select a PaaS model for service based equivalents of complete or partial software platforms. For the purposes of this classification, consider a platform as a set of software services capable of deploying all or part of an application. A complete platform can deploy an entire application. Complete platforms can be proprietary or open source Partial platforms can deploy a component of an application which combined with other components make up the entire deployment PaaS services are typically consumed by application deployment staff whose responsibility is to take a completed agency application and cause it to run on the designated complete or partial platform service The principal customer interaction with a PaaS service is deployment, equivalent to deploying an application or portion of an application on a software platform service. A limited range of configuration options for the platform service may be available. Examples of complete PaaS services include: A Linux/Apache/MySQL/PHP (LAMP) platform ready to deploy a customer PHP application, a Windows .Net platform ready to deploy a .Net application, A custom complete platform ready to develop and deploy a customer application in a proprietary language A multiple capability platform ready to deploy an arbitrary customer application on a range of underlying software services. The essential characteristic of a complete PaaS is defined by the customer's ability to deploy a complete custom application directly on the platform. PaaS includes partial services as well as complete platform services. Illustrative examples of individual platform enablers or components include:

	A database service ready to deploy a customer's tables, views and procedures, A queuing service ready to deploy a customer's message definitions A security service ready to deploy a customer's constraints and target applications for continuous monitoring The essential characteristic of an individual PaaS component is the customer's ability to deploy their unique structures and/or data onto the component for a partial platform function. Note that both the partial and complete PaaS examples all have two things in common: They are software services, which offer significant core functionality out of the box They must be configured with customer data and structures to deliver results As noted in IaaS, operating systems represent a gray area in that OS is definitely a platform service, but is typically bundled with IaaS infrastructure. If your service provides an OS but allows for interaction with infrastructure, please sub-categorize it as IaaS. If your service "hides" underlying infrastructure, consider it as PaaS.
Software as a Service (SaaS)	Select a SaaS model for service based equivalents of software applications. SaaS services are typically consumed by business or subject-matter staff who would interact directly with the application in a non-cloud setting The principal customer interaction with a SaaS service is actual operation and consumption of the application services the SaaS service provides. Some minor configuration may be available, but the scope of the configuration is limited to the scope and then the permissions of the configuring user. For example an agency manager might be able to configure some aspects of the application for their agency but not all agencies. An agency user might be able to configure some aspects for themselves but not everyone in their agency. Typically only the Contractor would be permitted to configure aspects of the software for all users. Examples of SaaS services include email systems, business systems of all sorts such as travel systems, inventory systems, etc., wiki's, websites or content management systems, management applications that allow a customer to manage other cloud or non-cloud services, and in general any system where customers interact directly for a business purpose. Gray areas include services that customers use to configure other cloud services, such as cloud management software, cloud brokers, etc. In general these sorts of systems should be considered SaaS, per guidance in this document.

Table 4: Guidance on Mapping to NIST Service Models

1) Deployment Model

Deployment models (e.g. private, public, community, or hybrid) are not restricted at the SIN level and any specifications for a deployment model are the responsibility of the Ordering Activity.

Multiple deployment model selection is permitted, but at least one model must be selected. The guidance in Table 4 offers examples of how services might be properly mapped to NIST deployment models and how the Contractor should interpret the deployment model characteristics. Contractors should take care to select the range of NIST deployment models most closely corresponding to each service offered.

Note that the scope of this SIN does not include hardware or software components used to construct a cloud, only cloud capabilities delivered as a service, as noted in the Scope section.

Deployment Model	Guidance
Private Cloud	The service is provided exclusively for the benefit of a definable organization and its components; access from outside the organization is prohibited. The actual services may be provided by third parties, and may be physically located as required, but access is strictly defined by membership in the owning organization.
Public Cloud	The service is provided for general public use and can be accessed by any entity or organization willing to contract for it.
Community Cloud	The service is provided for the exclusive use of a community with a definable shared boundary such as a mission or interest. As with private cloud, the service may be in any suitable location and administered by a community member or a third party.
Hybrid Cloud	The service is composed of one or more of the other models. Typically hybrid models include some aspect of transition between the models that make them up, for example a private and public cloud might be designed as a hybrid cloud where events like increased load permit certain specified services in the private cloud to run in a public cloud for extra capacity, e.g. bursting.

Table 5: Guidance for Selecting a Deployment Model

1.   **a. Awarded Special Item Number(s):**

SIN	Description
33411 & 33411RC	Purchasing of New Electronic Equipment
54151S & 54151SRC	Information Technology (IT) Professional Services
332510C	Hardware Store, Home Improvement Center, Industrial or General Supply Store, or Industrial Maintenance Repair and Operations (MRO) Distributor - Catalog
518210C	Cloud and Cloud-Related IT Professional Services
OLM	Order-Level Materials (OLM)

   b.   Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract: See Pricing.

   c.   Descriptions of all corresponding commercial job titles with experience, functional responsibility and education: See Pricing.

2.   **Maximum Order:**   For SINS 33411, 518210C and 54151S - $500,000
                           For SIN 332510C -- $750,000

3.   **Minimum Order:** $100

4.   **Geographic Coverage:** Domestic & Overseas

5.   **Point of Production:** N/A

6.   Prices Shown Herein are Net (discount deducted)

7.   **Quantity Discount:** None

8.   **Prompt Payment Terms:** None

9.   **Foreign Items:** None

10.   **a. Time of Delivery:** For SINs 33411, 518210C and 332510C – 30 Days ARO.
      For SIN 54151S – BahFed Corp shall deliver or perform services in accordance with the terms negotiated in an agency's order.

      b. Expedited Delivery: Consult with Contractor

c. Overnight/2-Day Delivery: Consult with Contractor

d. Urgent Requirements: Consult with Contractor

11. **FOB Point:** Destination for continental U.S. (CONUS) orders and FOB Origin for outside continental U.S. (OCONUS). For items that are heavyweight or have oversized dimensions and need special handling, additional shipping fees will apply.

12. **a. Ordering Address:**   BahFed Corp
                                                          Attn: GSA Orders
                                                          1000 SW Broadway
                                                          Suite 1110
                                                          Portland, OR 97205-3063

     b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs) are found in Federal Acquisition Regulation (FAR) 8.405-3.

13. **Payment Address:**   BahFed Corp
                                                      Attn: Accounts Receivable
                                                      1000 SW Broadway
                                                      Suite 1110
                                                      Portland, OR 97205-3063

14. **Warranty Provisions:** Manufacturer's Standard Warranty

15. **Export Packing charges:** Not applicable

16. **Terms and conditions of rental, maintenance, and repair:** Not applicable

17. **Terms and conditions of installation:** Not applicable

18. **a. Terms and conditions of repair parts:** Not applicable

     b. Terms and conditions for any other services: Not applicable

19. **List of service and distribution points:** Not applicable

20. **List of participating dealers:** Not applicable

21. **Preventive maintenance:** Not applicable

22. **a. Environmental attributes**, **e.g., recycled content, energy efficiency, and/or reduced pollutants:** Not applicable

     b. Section 508: Contact BahFed Corp for compliance information. The EIT standards can be found at: http://www.section508.gov

23. **SAM Unique Entity ID (UEI):** TQ2KDQLRL8F1

24. BahFed Corp is registered in the System for Award Management (SAM) database.

Section III 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 the contract, the Contractor's standard commercial warranty

applies.

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.

Note: GSA will not award any Drones/Unmanned Aircraft Systems (UAS), as defined in 49 USC Ch. 448, in response to this Large Category except those drones approved by the Department of Defense (DoD) Defense Innovation Unit (DIU) through its Blue sUAS Program.

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)

DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING

Labor Category	GSA Hourly Rate
Apps Developer I	60.41
Apps Developer Ii	65.87
Apps Developer Iii	71.35
Sr Apps Developer	82.33
Business Analyst I	53.74
Business Analyst Ii	61.88
Business Analyst Iii	71.13
Business Analyst Sr.	85.89
Computer Tech I	38.43
Computer Tech Ii	45.57
Computer Tech Iii	57.06
Database Administration I	71.64
Database Administration Ii	83.14
Database Administration Iii	98.92
Database Administration Sr.	117.95
Database Analyst I	60.41
Database Analyst Ii	70.12
Database Analyst Iii	82.33
Sr Database Analyst	93.31
Help Desk I	33.93
Help Desk Ii	43.02
Help Desk Iii	55.90
Network Eng I	71.35
Network Eng Ii	76.86
Network Eng Iii	82.33
Sr Network Eng	98.84
Programmer I	61.64
Programmer Ii	74.93
Programmer Iii	86.41
Sr Programmer	102.03
Project Manager I	99.24
Project Manager Ii	105.38
Project Manager Iii	115.29
Sr Project Manager	128.12
Sw Systems Eng I	71.35

Sw Systems Eng Ii	85.97
Sw Systems Eng Iii	90.60
Sr Sw Systems Eng	101.22
Systems Analyst I	76.29
Systems Analyst Ii	82.10
Systems Analyst Iii	87.27
Sr Systems Analyst	98.91
Technical Writer I	43.90
Technical Writer Ii	52.12
Technical Writer Iii	59.83

Labor Category Descriptions

Apps Developer I

Minimum/General Experience: Two (2) years job related experience in which performs basic assignments that involve independent judgment. Tasks and/or issues guided by application of standards, procedures or precedent, but work customarily and regularly (50% of time or more) requires the exercise of discretion and independent judgment. Demonstrates basic knowledge in job related functional area and of the business. Education: Bachelor's degree, and 2 years job related experience.
Minimum Education: Bachelor's degree, and 2 years job related experience.

Apps Developer Ii
Works on problems of moderate and varied complexity where analysis of data may require adaptation of standardized practices or precedent. Acts independently to identify and select appropriate methodologies. Work customarily and regularly (50% of time or more) requires the exercise of discretion and independent judgment. Demonstrates working knowledge in job related functional area and of the business. Education: Bachelor's degree and 4 years job related experience.
Minimum Education: Bachelor's degree and 4 years job related experience.

Apps Developer Iii
Works on projects with a large scope and great technical complexity. Resolves a wide variety of problems ranging from simple to highly complex. Incumbent handles non-routine issues by following policy or precedent. Requires a high degree of judgment and discretion to select the appropriate method or technique and to interpret applicable operating policies and practices. Demonstrates comprehensive knowledge in job related functional area and of the business. Education: Bachelor's degree and 6 years job related experience.
Minimum Education: Bachelor's degree and 6 years job related experience.

Sr Apps Developer
Typically assigned project responsibility for highly sophisticated, complex integrated systems. Projects are major in scope and require the application of advanced subject matter expertise to resolve diverse problems that cannot be solved at lower levels. Problems frequently lack precedent or standards and involve analysis of varied and sometimes conflicting data. Incumbent handles most problems and issues independently and determines course of action for ambiguous issues. Demonstrates in-depth knowledge in job related functional area and of the business. Education: Bachelor's degree and 10 years job related experience.
Minimum Education: Bachelor's degree and 10 years job related experience.

Business Analyst I
Performs basic assignments in the analysis of business processes, activities, and events. Responsible for documenting existing business processes through joint application development sessions. Responsible for developing detail design specifications for enhancements and new products or modules. Research to determine user requirements and will then produce a user requirement's document followed by a detail design document. Demonstrates basic knowledge in job related functional area and of the business. Education: Bachelor's degree, and 2 years job related experience.
Minimum Education: Bachelor's degree, and 2 years job related experience.

Business Analyst Ii
Works on problems of moderate and varied complexity where analysis of business processes, activities, and events. Responsible for documenting existing business processes through joint application development sessions. Responsible for developing detail design specifications for enhancements and new products or modules. Research to determine user requirements and will then produce a user requirement's document followed by a detail design document. Demonstrates working knowledge in job related functional area and of the business. Education: Bachelor's degree and 4 years job related experience.
Minimum Education: Bachelor's degree and 4 years job related experience.

Business Analyst Iii
Works on projects with a large scope and great technical complexity. Resolves a wide variety of problems ranging from simple to highly complex. Incumbent handles non-routine issues by following policy or precedent. Requires a high degree of judgment and discretion to select the appropriate method or technique and to interpret applicable operating policies and practices. Demonstrates comprehensive knowledge in job related functional area and of the business. Education: Bachelor's degree and 6 years job related experience.
Minimum Education: Bachelor's degree and 6 years job related experience.

Business Analyst Sr.
Typically assigned project responsibility for highly sophisticated, complex integrated systems. Projects are major in scope and require the application of advanced subject matter expertise to resolve diverse problems that cannot be solved at lower levels. Problems frequently lack precedent or standards and involve analysis of varied and sometimes conflicting data. Incumbent handles most problems and issues independently and determines course of action for ambiguous issues. Demonstrates in-depth knowledge in job related functional area and of the business. Education: Bachelor's degree and 10 years job related experience.
Minimum Education: Bachelor's degree and 10 years job related experience.

Computer Tech I
Performs basic tasks that are primarily routine, and follows standard procedures and guidelines. Solves routine problems and escalates issues as needed. Learns and uses basic knowledge in job related functional area and of specialized tools, equipment, etc. Education: Associates degree and 2 years job-related experience or education.
Minimum Education: Associates degree and 2 years job- related experience or education.

Computer Tech Ii
Performs routine duties and assignments of limited scope. Follows standard practices and guidelines. Solves routine problems and escalates issues as needed. Demonstrates working knowledge in job related functional area and of specialized procedures, tools, equipment, etc. Education: Associates degree and 4 years job- related experience or education.
Minimum Education: Associates degree and 4 years job- related experience or education.

Computer Tech Iii
Performs moderately complex duties and assignments of limited scope. Follows standard practices and guidelines. Uses expertise to deal with somewhat difficult problems and escalates issues as needed. Demonstrates comprehensive knowledge in job related functional area and of specialized procedures, tools, equipment, etc. Education: Associates degree and 6 years job- related experience or education.
Minimum Education: Associates degree and 6 years job- related experience or education.

Database Administration I
At a basic level, administers, maintains, develops and implements policies and procedures for ensuring the security and integrity of the company database. Implements data models and database designs, data access and table maintenance codes; resolves database performance issues, database capacity issues, replication, and other distributed data issues. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Learns and uses basic knowledge in job related functional area and of specialized tools, equipment, etc.   Education: Associates degree and 2 years job- related experience or education.
Minimum Education: Associates degree and 2 years job- related experience or education.

Database Administration Ii
Routinely performs as a Database Administrator on large-scale data base management systems. Knowledge of computer equipment and ability to develop complex software to satisfy design objectives. Principal Duties and Responsibilities - Analyzes functional business applications and design specifications for functional activities. Develops data dictionaries and logic flow charts. Prepares required documentation, including both program-level and user-level documentation. Demonstrated ability to work independently with minimal supervision. Demonstrates working knowledge in job related functional area and of specialized procedures, tools, equipment, etc. Education: Associates degree and 4 years job- related experience or education.
Minimum Education: Associates degree and 4 years job- related experience or education.

Database Administration Iii
Performs moderately complex database and application performance monitoring, analysis and tuning. Monitor and optimize database performance and resources. Participates in all phases of data extraction, conversion and uploading. Provides database management and provides training to junior database administrators. Demonstrates comprehensive knowledge in job related functional area and of

specialized procedures, tools, equipment, etc Education: Associates degree and 6 years job related experience or education.
Minimum Education: Associates degree and 6 years job related experience or education.

Database Administration Sr.
Performs complex database and application performance monitoring, analysis and tuning. Monitor and optimize database performance and resources. Participates in all phases of data extraction, conversion and uploading. Provides database management and provides training to junior database administrators. Demonstrates in-depth knowledge in job related functional area and of specialized procedures, tools, equipment, etc. Education: Bachelor's degree and 10 years job related experience or education.
Minimum Education: Bachelor's degree and 10 years job related experience or education.

Database Analyst I
Performs basic assignments that involve independent judgment. Tasks and/or issues guided by application of standards, procedures or precedent, but work customarily and regularly (50% of time or more) requires the exercise of discretion and independent judgment. Demonstrates basic knowledge in job related functional area and of the business. Education: Bachelor's degree and 2 years job related experience.
Minimum Education: Bachelor's degree and 2 years job related experience.

Database Analyst Ii
Works on problems of moderate and varied complexity where analysis of data may require adaptation of standardized practices or precedent. Acts independently to identify and select appropriate methodologies. Incumbent handles non-routine issues by following policy or precedent. Work customarily and regularly (50% of time or more) requires the exercise of discretion and independent judgment. Demonstrates working knowledge in job related functional area and of the business. Education: Bachelor's degree and 4 years job related experience.
Minimum Education: Bachelor's degree and 4 years job related experience.

Database Analyst Iii
Works on projects with a large scope and great technical complexity. Resolves a wide variety of problems ranging from simple to highly complex. Requires a high degree of judgment and discretion to select the appropriate method or technique and to interpret applicable operating policies and practices. Incumbent handles most problems and issues independently and determines course of action for ambiguous issues. Demonstrates comprehensive knowledge in job related functional area and of the business. Education: Bachelor's degree and 6 years job related experience.
Minimum Education: Bachelor's degree and 6 years job related experience.

Sr Database Analyst
Typically assigned project responsibility for highly sophisticated, complex integrated systems. Projects are major in scope and require the application of advanced subject matter expertise to resolve diverse problems that cannot be solved at lower levels. Problems frequently lack precedent or standards and involve analysis of varied and sometimes conflicting data. Incumbent plans and carries out work independently and uses own initiative and judgment to handle non-routine matters and ambiguous issues. Demonstrates in-depth knowledge in job related functional area and of the business Education: Bachelor's degree and 10 years job related experience.
Minimum Education: Bachelor's degree and 10 years job related experience.

Help Desk I
Staffs the help desk, answers users calls and records all necessary information offers phone assistance and follows problem through resolution. Maintains appropriate logs for tracking calls. Demonstrates basic knowledge in job related functional area and of the business. Education: High school graduate and 1 year job related experience.
Minimum Education: High school graduate and 1 year job related experience.

Help Desk Ii
Requires at least two (2) years of experience as a Help Desk Specialist in multi-server environments. Must have knowledge of PC operating systems (e.g. Windows 95, NT), and networking and mail standards. Customer service and communication skills are necessary. Demonstrates working knowledge in job related functional area and of the business. Education: High school graduate and 2 years job related experience.
Minimum Education: High school graduate and 2 years job related experience.

Help Desk Iii
Requires at least four (4) years of experience as a Help Desk Specialist in multi-server environments. Must have knowledge of PC operating systems (e.g. Windows 95, NT), and networking and mail standards. Customer service and communication skills are necessary. Demonstrates comprehensive knowledge in job related functional area and of the business. Education: High school graduate and 4 years job related experience.
Minimum Education: High school graduate and 4 years job related experience.

Network Eng I
Performs basic assignments that involve independent judgment. Tasks and/or issues guided by application of standards, procedures or precedent, but work customarily and regularly (50% of time or more) requires the exercise of discretion and independent judgment. Demonstrates basic knowledge in job related functional area and of the business. Education: Bachelor's degree and 2 years job related experience.
Minimum Education: Bachelor's degree and 2 years job related experience.

Network Eng Ii
Works on problems of moderate and varied complexity where analysis of data may require adaptation of standardized practices or precedent. Acts independently to identify and select appropriate methodologies. Work customarily and regularly (50% of time or more) requires the exercise of discretion and judgment. Incumbent handles non-routine issues by following standards or precedent. Demonstrates working knowledge in job related functional area and of the business. Education: Bachelor's degree and 4 years job related experience.
Minimum Education: Bachelor's degree and 4 years job related experience.

Network Eng Iii
Works on projects with a large scope and great technical complexity. Resolves a wide variety of problems ranging from simple to highly complex. Requires a high degree of judgment and discretion to select the appropriate method or technique and to interpret applicable operating policies and practices. Incumbent handles non-routine issues by following standards or precedent. Demonstrates comprehensive knowledge in job related functional area and of the business. Education: Bachelor's degree and 6 years job related experience.
Minimum Education: Bachelor's degree and 6 years job related experience.

Sr Network Eng
Typically assigned project responsibility for highly sophisticated, complex integrated systems. Projects are major in scope and require the application of advanced subject matter expertise to resolve diverse problems that cannot be solved at lower levels. Problems frequently lack precedent or standards and involve analysis of varied and sometimes conflicting data. Incumbent handles most problems and issues independently and determines course of action for ambiguous issues. Demonstrates in-depth knowledge in job related functional area and of the business. Education: Bachelor's degree and 10 years job related experience.
Minimum Education: Bachelor's degree and 10 years job related experience.

Programmer I
Requires competence in computer programming languages and the ability to develop computer systems from written design specifications. Demonstrates basic knowledge in job related functional area and of the business. Education: Bachelor's degree and 2 years job related experience.
Minimum Education: Bachelor's degree and 2 years job related experience.

Programmer Ii
Minimum of 4 years experience providing programming support in a variety of settings. Experience with database, internet, web, and e-business software and interfaces.   Demonstrates working knowledge in job related functional area and of the business. Education: Bachelor's degree and 4 years job related experience.
Minimum Education: Bachelor's degree and 4 years job related experience.

Programmer Iii
Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and installing to support an organization's client/server software applications. Requires a bachelor's degree in a related area and at least 6 years of experience in the field or in a related area. Familiar with relational database concepts, and client-server concepts. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. Typically reports to a Sr. Programmer I, project leader or manager. A wide degree of creativity and latitude is expected. Demonstrates comprehensive knowledge in job related functional area and of the business. Education: Bachelor's degree and 6 years job related experience.
Minimum Education: Bachelor's degree and 6 years job related experience.

Sr Programmer
Ten years (10) progressive experience in evaluating, installing and integrating systems software and recommending specific changes in procedures. Reviews computer software systems communications and response needs and determines operating systems and languages needed to support them. Performs systems software "fine tuning", workload analysis, load balancing, etc. Performs authorized maintenance of a highly specialized nature on systems software, compilers, assemblers, and utility systems. Determines system performance capabilities, diagnoses system failures and degradation's and isolates the failure or degradation as to cause. Integrates various types of software (general applications, scientific and special-purpose applications, operating Demonstrates in-depth knowledge in job related functional area and of the business Education: Bachelor's degree and 10 years job related experience.
Minimum Education: Bachelor's degree and 10 years job related experience.

Project Manager I
Works on projects of moderate scope where analysis of situation or data requires a review of identifiable factors. Exercises judgment within defined procedures and practices to determine appropriate action. Decision-making and independence is involved but limited. Demonstrates working knowledge in job related functional area and of the business. Education: Bachelor's degree and 2 years job related experience.
Minimum Education: Bachelor's degree and 2 years job related experience.

Project Manager Ii
Works on problems of diverse scope where analysis of data requires evaluation of identifiable factors. Exercises judgment within generally defined practices and policies in selecting methods and techniques for obtaining solutions. Frequently make decisions based on policies and practices but may develop new procedures to meet unique project requirements. Demonstrates comprehensive knowledge in job related functional area and of the business. Education: Bachelor's degree and 4 years job related experience.
Minimum Education: Bachelor's degree and 4 years job related experience.

Project Manager Iii
Works on complex problems where analysis of situations or data requires an in-depth evaluation of various factors. Exercises judgment within broadly defined practices and policies in selecting methods, techniques, and evaluation criteria for obtaining results. Frequently makes decisions based on policies and practices. Demonstrates in-depth knowledge in functional area and of the business. Education: Bachelor's degree and 6 years job related experience.
Minimum Education: Bachelor's degree and 6 years job related experience.

Sr Project Manager
Works on extremely complex problems where analysis of situations or data requires an evaluation of intangible variables. Projects involve the most complex HW/SW engineering requirements. Exercises independent judgment in developing methods, techniques, and evaluation criteria for obtaining results. Frequently makes decisions based on policies and practices. Demonstrates extensive knowledge in job related functional area and of the business and industry or technology. Education: Bachelor's degree and 10 years job related experience.
Minimum Education: Bachelor's degree and 10 years job related experience.

Sw Systems Eng I
Established guidelines exist for some situations but independent judgment is required to address issues outside of standard procedures. Work customarily and regularly (50% of time or more) requires the exercise of discretion and independent judgment. Demonstrates basic knowledge in job related functional area and of the business. Education: Bachelor's degree and 2 years job related experience.
Minimum Education: Bachelor's degree and 2 years job related experience.

Sw Systems Eng Ii
Works on problems of moderate and varied complexity where analysis of data may require adaptation of standardized practices or precedent. Acts independently to identify and select appropriate methodologies. Demonstrates working level of knowledge in functional area and of the business. Education: Bachelor's degree and 4 years job related experience.
Minimum Education: Bachelor's degree and 4 years job related experience.

Sw Systems Eng Iii
Works on projects with a large scope and great technical complexity. Resolves a wide variety of problems ranging from simple to highly complex. Requires a high degree of judgment and discretion to select the appropriate method or technique and to interpret applicable operating policies and practices. Demonstrates comprehensive knowledge in job related functional area and of the business. Education: Bachelor's degree and 6 years job related experience.
Minimum Education: Bachelor's degree and 6 years job related experience.

Sr Sw Systems Eng
Typically assigned project responsibility for highly sophisticated, complex integrated systems. Projects are major in scope and require the application of advanced subject matter expertise to resolve diverse problems that cannot be solved at lower levels. Problems frequently lack precedent or standards and involve analysis of varied and sometimes conflicting data. Demonstrates in-depth knowledge in job related functional area and of the business. Education: Bachelor's degree and 10 years job related experience.
Minimum Education: Bachelor's degree and 10 years job related experience.

Systems Analyst I
Works on problems of moderate and varied complexity where analysis of data may require adaptation of standardized practices or precedent. Acts independently to identify and select appropriate methodologies. Work customarily and regularly (50% of time or more) requires the exercise of discretion and independent judgment. Demonstrates working knowledge in job related functional area and of the business. Education: Bachelor's degree and 2 years job related experience.
Minimum Education: Bachelor's degree and 2 years job related experience.

Systems Analyst Ii
Works on projects with a large scope and great technical complexity. Resolves a wide variety of problems ranging from simple to highly complex. Requires a high degree of judgment and discretion to select the appropriate method or technique and to interpret applicable operating policies and practices. Work customarily and regularly (50% of time or more) requires the exercise of discretion and independent judgment. Demonstrates comprehensive knowledge in job related functional area and of the business. Education: Bachelor's degree and 4 years job related experience.
Minimum Education: Bachelor's degree and 4 years job related experience.

Systems Analyst Iii
Typically assigned project responsibility for highly sophisticated, complex integrated systems. Projects are major in scope and require the application of advanced subject matter expertise to resolve diverse problems that cannot be solved at lower levels. Problems frequently lack precedent or standards and involve analysis of varied and sometimes conflicting data. Demonstrates in-depth knowledge in job related functional area and of the business. Education: Bachelor's degree and 6 years job related experience.
Minimum Education: Bachelor's degree and 6 years job related experience.

Sr Systems Analyst
Work assignments are broad and involve a wide variety of complex technical, and business issues. Projects require the application of advanced expertise in multiple areas of technical specialization and full technical knowledge of all phases of the system(s) to initiate and lead strategic efforts. Demonstrates extensive knowledge in job related functional area and of the business and industry or

technology. Education: Bachelor's degree and 10 years job related experience.
Minimum Education: Bachelor's degree and 10 years job related experience.

Technical Writer I
Participates in the development or revisions of documentation of technical marketing and learning materials for and about a limited number of company systems and products for internal and/or external customer use. Gathers technical information prepares written text and coordinates layouts. Information may be produced in hard copy of electronic media. May use the full range of technology to develop electronic based documentation including GUI development tools, multi-media, scripting and interactive instructional methodologies. Work customarily and regularly (50% of time or more) requires the exercise of discretion and independent judgment. Demonstrates basic knowledge in job related functional area and of the business. Education:
Minimum Education: Bachelor's degree and 2 years job related experience.

Technical Writer Ii
Develops or revises documentation for a variety of technical marketing and learning materials for and about company systems and products for internal and/or external customers. Gathers technical information from diverse sources prepares written text and coordinates layouts for multiple projects. Information may be produced on hard copy or electronic media. Frequently uses the full range of technology to develop electronic based documentation including GUI development tools, multi-media, scripting and interactive instructional methodologies. Work customarily and regularly (50% of time or more) requires the exercise of discretion and independent judgment. Demonstrates comprehensive knowledge in job related functional area and of the business. Education:
Minimum Education: Bachelor's degree and 4 years job related experience.

Technical Writer Iii
Develops or revises documentation for large scale projects of technical marketing and learning materials for and about company systems and products for internal and/or external customers. Gathers technical information from diverse sources prepares written text and coordinates layouts for multiple projects. Information may be produced on hard copy or electronic media. Uses the full range of technology to develop electronic based documentation including GUI development tools, multi-media, scripting and interactive instructional methodologies. Demonstrates in-depth knowledge in job related functional area and of the business. Education:
Minimum Education: Bachelor's degree and 6 years job related experience.

BahFed Corp's motto is "**Dedication beyond Delivery."** If you are unhappy with a product you purchased from BahFed Corp, we want to make it right. You may return eligible products for a credit or a refund of the purchase price paid, less shipping and handling and any applicable restocking fees, as set forth in detail below.

Eligible Returns: Unless otherwise stated in this policy, products are eligible for return if you obtain a Return Authorization ("RA") number from BahFed Corp within the applicable return period set forth in this Return Policy. Please see "How to Return a Product" below for further details.

Non-Returnable Products: BahFed Corp cannot accept the following items for return, except as otherwise provided below:
- Special Order Items including customized items
- Floor Machines and Equipment
- Consumable and Medical Supplies
- Opened Non-defective Hardware/IT Items
- Refrigerators
- Microwaves
- Non-stock Close-out Merchandise or Discontinued Items
- Dated Products (including, but not limited to: calendars, appointment books and organizers, business journals and diaries, desk and desk pad calendars, wall calendars and planners, and any other products that contain annual date information)
- Memory Products (e.g. RAM, portable drives, thumb drives)
- Virtual Software Licenses, except for Adobe Virtual Software. Adobe Virtual Software returns must be accompanied by a correctly formatted Adobe Letter of Destruction on company letterhead within **15 days of delivery.**

   Delivery date is considered the date of product being received/delivered and not the date of the product being opened.

Restocking Fee: All returns are subject to a 15% restocking fee, unless the product is defective, damaged during shipment or incorrectly shipped.

Defective Products: Products that are defective will be authorized for return or replacement within 30 days of delivery and are not subject to a restocking fee. Valid reason and proof of defectiveness is required. BahFed Corp will provide, at no cost to you, either a return shipping label or a call tag when you contact us to obtain an RA number. After 30 days customer may be directed to contact manufacturer direct for further assistance.

Damaged or Incorrect Products: Products that are damaged during shipment or incorrect will be authorized for return or replacement within **15 days of purchase** and are not subject to a restocking fee. BahFed Corp will provide, at no cost to you, either a return shipping label or a call tag when you contact us to obtain an RA number. In order to obtain an RA number for a damaged or incorrect item, you must provide photographic evidence, acceptable to BahFed Corp in its discretion, clearly showing the alleged damage or showing that you have received the incorrect product.

Shortages: In the event you do not receive all products you have ordered, you must report this to BahFed Corp within **15 days of receipt** of your shipment. If you report the shortage as provided herein, BahFed Corp will ship the balance of your product to you and you will not be charged for the additional shipping and handling.

Over shipment: In the event you receive an over shipment of product, you must request an RA number within **15 days of receipt** of the shipment. BahFed Corp will then provide a return shipping label for you to return the over

shipment. In the event you do not return the over shipment using the provided return shipping label within 10 days of receipt of the RA number, then you will be charged for all product received.

Address or Refusal of Deliveries: Orders requiring delivery address correction, after merchandise has shipped, will be assessed a 15% Re-Consignment Fee. Orders refused upon delivery, due to customer error or receiving error, will be assessed a 15% Refusal Fee. Customer will be responsible for 15% Re-Delivery Fee if reshipment is requested. Orders refused at delivery, due to damage, must be noted with Delivery Company and will be redelivered at no expense to customer. Orders unable to be delivered, due to Facility Closures or Incorrect Address provided by customer will be assessed a 15% Restocking Fee. Customer will be responsible for 15% Re-Delivery Fee if reshipment is required.

How to Return a Product: Before returning a product, you MUST first contact a BahFed Corp customer service representative to obtain a Return Authorization number before the end of the applicable return period. Customer service representatives are available by phone at: (503) 208-8410, or email at: tickets@bahfed.com. NOTE: BahFed Corp cannot accept returns that do not have a valid RA number. An RA number is valid for 20 days from the date of issue. Products must be returned in their original packaging, in as-new condition, along with any documentation or other items included in the original shipment. Except as otherwise provided in this return policy, products must be shipped at your expense and you must either insure the shipment or accept the risk of loss or damage during shipment.

APO/FPO addresses: BahFed Corp will honor return requests for orders shipped to APO/FPO addresses. However, BahFed Corp is unable to offer call tags for defective, damaged during shipment, or incorrect product returns to APO/FPO addresses. As with all returns, APO/FPO returns must include an RA number (see above for details).

Point of Export Deliveries:
Orders utilizing a GSA export depot delivery location (New Cumberland Pennsylvania, Tracy California, Etc….) are considered accepted at the Point of Export on the date signed for delivery. Damage claims must be annotated at the delivery location and BahFed Corp will NOT be responsible for damage claims incurred by the Government moving the items to an overseas or stateside location.
Returns for any reason on Point of Export Deliveries will be the customers' responsibility to return back to our designated warehouse upon receipt of a Return Authorization Number (RMA)

Return Address: A return shipping address will be provided when you contact BahFed Corp to obtain an RA number.

Refunds: Refunds on returns are in the form of original payment unless you would prefer store credit. Once the item is received and processed, a refund will be issued. All refunds provided on RMAs due to customer error, address errors and delivery refusals, will be assessed an additional 3% credit card processing fee. After the return has been processed, credit card refunds generally take about 2-4 days to appear on credit card statements