



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

**Special Item No. 132-51 Information Technology 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.*

**SPECIAL ITEM NUMBER 132-51 - 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 D316 IT Network Management Services
- FPDS Code D399 Other Information Technology Services, Not Elsewhere Classified

**SPECIAL ITEM NUMBER 132-100 ANCILLARY SUPPLIES AND/OR SERVICES**

**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.



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An SBA 8(a) Certified Small Disadvantaged Business

**Contract Number: GS-35F-0461Y**

**Period Covered by Contract: June 18, 2012 through June 17, 2017**

General Services Administration  
Federal Acquisition Service

Pricelist current through Modification #PO-0005 dated July 25, 2013.

*Products and ordering information in this Authorized Information Technology Schedule Pricelist are also available on the GSA Advantage! System (<http://www.gsaadvantage.gov>).*

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

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

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

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

**1. GEOGRAPHIC SCOPE OF CONTRACT:**

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

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

Offerors are requested to check one of the following boxes:

- The Geographic Scope of Contract will be domestic and overseas delivery.
- The Geographic Scope of Contract will be overseas delivery only.
- The Geographic Scope of Contract will be domestic delivery only.

For Special Item Number 132-53 Wireless Services ONLY, if awarded, list the limited geographic coverage area:

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**2. CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION:**

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

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

**703-488-3489**

**When Authorized Dealers are allowed by the Contractor to bill ordering activities and accept payment, the order and/or payment must be in the name of the Contractor, in care of the Authorized Dealer.**

**3. LIABILITY FOR INJURY OR DAMAGE**

The Contractor shall not be liable for any injury to ordering activity personnel or damage to ordering activity property arising from the use of equipment maintained by the Contractor, unless such injury or damage is due to the fault or negligence of the Contractor.

**4. STATISTICAL DATA FOR GOVERNMENT ORDERING OFFICE COMPLETION OF STANDARD FORM 279:**

Block 9: G. Order/Modification Under Federal Schedule Contract  
Block 16: Data Universal Numbering System (DUNS) Number: 143636947  
Block 30: Type of Contractor: A. Small Disadvantaged Business  
Block 31: Woman-Owned Small Business - **NO**  
Block 37: Contractor's Taxpayer Identification Number (TIN): 20-0446415  
Block 40: Veteran Owned Small Business (VOSB): **NO**

- 4a. CAGE Code: 3WMJ3
- 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:

<b>SPECIAL ITEM NUMBER</b>	<b>DELIVERY TIME (Days ARO)</b>
132-51	<b>As Negotiated with Customer</b>
132-100	<b>As Negotiated with Customer</b>

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

- c. i. SIN 132-54 and SIN 132-55, ACCELERATED SERVICE DELIVERY (7 calendar days or less): the time required for COMSATCOM services to be available after order award. Under Accelerated Service Task Orders, service acceptance testing, unless otherwise required by the satellite provider or host nation, shall be deferred until Ordering Activity operations permit.

- ii. SIN 132-54 and SIN 132-55, TIME-CRITICAL DELIVERY (4 hours or less): the time required for COMSATCOM services to be available after order award. Under Time-Critical Task Orders, service acceptance testing unless otherwise required by the satellite provider or host nation shall be deferred until Ordering Activity operations permit. Time-Critical Delivery shall be predicated on the availability of COMSATCOM transponded capacity (contracted bandwidth and power, pre-arranged Host Nation Agreements, frequency clearance) or COMSATCOM subscription services (bandwidth, terminals, network resources, etc.).

- iii. For SIN 132-54 and SIN 132-55, EXTENDED SERVICE DELIVERY TIMES: the time required under extenuating circumstances for COMSATCOM services to be available after order award. Such extenuating circumstances may include extended time required for host nation agreements or landing rights, or other time intensive service delivery requirements as defined in the individual requirement. Any such extended delivery times will be negotiated between the Ordering Activity and Contractor.

**7. DISCOUNTS:**

Prices shown are NET Prices; Basic Discounts have been deducted.

- a. Prompt Payment: None, but may be offered on individual invoices.
- b. Quantity - None
- c. Dollar Volume - Single Order > \$2MM = 1%; Single Order > 5MM = 2% - Applies to Categories 1-15, each indicated with an asterisk on page 30.
- d. Other Special Discounts (i.e., Government Education Discounts, etc.) - 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 of orders to be issued is \$100.

**11. MAXIMUM ORDER (All dollar amounts are exclusive of any discount for prompt payment.)**

a. The Maximum Order for the following Special Item Numbers (SINs) is \$500,000:

Special Item Number 132-51 - Information Technology Professional Services

d. The Maximum Order for the following Special Item Numbers (SINs) is \$150,000:

Special Item Number 132-100 - Ancillary Supplies and/or Services

**12. ORDERING PROCEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS**

Ordering activities shall use the ordering procedures of Federal Acquisition Regulation (FAR) 8.405 when placing an order or establishing a BPA for supplies or services. These procedures apply to all schedules.

- a. FAR 8.405-1 Ordering procedures for supplies, and services not requiring a statement of work.
- b. FAR 8.405-2 Ordering procedures for services requiring a statement of work.

**13. FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS REQUIREMENTS:**

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

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

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

**14. CONTRACTOR TASKS / SPECIAL REQUIREMENTS (C-FSS-370) (NOV 2003)**

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

- (b) Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. Travel in performance of a task order will only be reimbursable to the extent authorized by the ordering agency. The Industrial Funding Fee does NOT apply to travel and per diem charges.
- (c) Certifications, Licenses and Accreditations: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.
- (d) Insurance: As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.
- (e) Personnel: The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.
- (f) Organizational Conflicts of Interest: Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.
- (g) Documentation/Standards: The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.
- (h) Data/Deliverable Requirements: Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.
- (i) Government-Furnished Property: As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.
- (j) Availability of Funds: Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.
- (k) Overtime: For professional services, the labor rates in the Schedule should not vary by virtue of the Contractor having worked overtime. For services applicable to the Service Contract Act (as identified in the Schedule), the labor rates in the Schedule will vary as governed by labor laws (usually assessed a time and a half of the labor rate).

**15. CONTRACT ADMINISTRATION FOR ORDERING ACTIVITIES:**

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

**16. GSA ADVANTAGE!**

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

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

Agencies can browse GSA Advantage! by accessing the Internet World Wide Web utilizing a browser (ex.: NetScape). The Internet address is <http://www.gsadvantage.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. 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.

c. The maintenance/repair service provided is the standard commercial terms and conditions for the type of products and/or services awarded.

## **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

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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.

## **INSTALLATION, DEINSTALLATION, REINSTALLATION**

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

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

### **23. SECTION 508 COMPLIANCE.**

I certify that in accordance with 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d), FAR 39.2, and the Architectural and Transportation Barriers Compliance Board Electronic and Information Technology (EIT) Accessibility Standards (36 CFR 1194) General Services Administration (GSA), that all IT hardware/software/services are 508 compliant:

Yes

No

The offeror is required to submit with its offer a designated area on its website that outlines the Voluntary Product Accessibility Template (VPAT) or equivalent qualification, which ultimately becomes the Government Product Accessibility Template (GPAT). Section 508 compliance information on the supplies and services in this contract are available at the following website address (URL): [www.koniagtech.com](http://www.koniagtech.com)

The EIT standard can be found at: [www.Section508.gov/](http://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)**

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

**1. SCOPE**

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

**2. PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000)**

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

**3. ORDER**

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

**4. PERFORMANCE OF SERVICES**

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

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

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

(1) Cancel the stop-work order; or

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

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

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

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

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

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

## **6. INSPECTION OF SERVICES**

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS –COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

## **7. RESPONSIBILITIES OF THE CONTRACTOR**

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

## **8. RESPONSIBILITIES OF THE ORDERING ACTIVITY**

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

## **9. INDEPENDENT CONTRACTOR**

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

## **10. ORGANIZATIONAL CONFLICTS OF INTEREST**

a. Definitions.

“Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

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

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

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

## **11. INVOICES**

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

## **12. PAYMENTS**

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

- (a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.
- (b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—
  - (1) The offeror;
  - (2) Subcontractors; and/or
  - (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

## **13. RESUMES**

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

## **14. INCIDENTAL SUPPORT COSTS**

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

## **15. APPROVAL OF SUBCONTRACTS**

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

**16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING**

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

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

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

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

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

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

Minimum Education: Bachelor’s Degree in Computer Science

**Labor Category Descriptions**

<b>SIN 132-51 Professional IT Services</b>	
Administrative Assistant	<p>Duties: Performs a variety of administrative functions. Schedules appointments, gives information to callers, and takes dictation. Composes memos, transcribes notes, and researches and creates presentations. Generates reports, handles multiple projects, and prepares and monitors invoices and expense reports. May assist with compiling and developing the annual budget.</p> <p>Education: High school diploma with 0-2 years of experience in the field or in a related area.</p> <p>General Experience: Has knowledge of commonly-used clerical and office administration concepts, practices, and procedures. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision.</p>
Configuration Management Specialist - Intermediate	<p>Duties: Analyzes changes of product design to determine the effect on the end product design and function and determines and prepares documentation necessary for change. Coordinates with customers and manufacturers to determine a process for change reporting. Reviews released engineering change data and changes documenting activities to ensure adherence to configuration management procedures and policies.</p> <p>Education: Bachelor's degree in area of specialty and 2-5 years of experience in the field or in a related area. 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.</p>
Information Technology Analyst	<p>Duties: Possesses working knowledge of current Information Technology principles and practices of architecture, data management systems, experience in system designs and data modeling in the information management arena. Provides input to modeling and organizing information to facilitate support of projects or information architectures. Provides guidance on data and process model. Provide input to transition planning from legacy to modern systems by concentrating on information flows, data exchange, and data translation standardization services.</p> <p>Education: Bachelor's Degree from an accredited college or university with a major in Engineering. Computer Science. Mathematics or a related field. Master's degree preferred.</p> <p>General Experience: At least four (4) years experience planning, designing, building, and implementing IT systems.</p>
Information Technology Analyst, Senior	<p>Duties: Provides expert leadership and guidance with current principles and practices of architecture data management systems and experience in large system designs, and with data modeling in the information management arena. Provides expert leadership and guidance in modeling and organizing information to facilitate support of projects or information architectures. Provides expert leadership and guidance on how and what to data and process model. Primarily functions as senior resource for transition planning from legacy to modern systems by concentrating on information flows, data exchange, and data translation standardization services.</p> <p>Education: Bachelor's Degree from an accredited college or university with a major in Engineering. Computer Science. Mathematics or a related field. Master's degree preferred.</p>

	<p>General Experience: More than ten (10) years experience planning, designing, building, and implementing IT systems.</p>
Program Manager Level 1	<p>Duties: The Program Manager is the contractor’s manager for the Contract and serves as the single point of contact for the Master Contractor with the customer regarding the Contract Performs overall management for Contract support operations. Organizes, directs, and coordinates the planning and production of all Contract activities projects and support activities including those of subcontractors. Oversees the development of or develops work breakdown structures, charts, tables, graphs, major milestone calendars and diagrams to assist in analyzing problems and making recommendations. Demonstrates excellent written and verbal communications skills. Establishes and alters corporate management structure to direct effective and efficient Contract support activities.</p> <p>Education: Bachelor’s Degree from an accredited college or university in Engineering. Computer Science. Information Systems. Business or other related discipline. Master’s degree and/or project management certification is preferred.</p> <p>General Experience: At least four (4) years of experience in program or project management.</p>
Program Manager Level 2	<p>Duties: The Program Manager is the contractor’s manager for the Contract and serves as the single point of contact for the Master Contractor with the customer regarding the Contract Performs overall management for Contract support operations. Organizes, directs, and coordinates the planning and production of all Contract activities projects and support activities including those of subcontractors. Oversees the development of or develops work breakdown structures, charts, tables, graphs, major milestone calendars and diagrams to assist in analyzing problems and making recommendations. Demonstrates excellent written and verbal communications skills. Establishes and alters corporate management structure to direct effective and efficient Contract support activities.</p> <p>Education: Bachelor’s Degree from an accredited college or university in Engineering. Computer Science. Information Systems. Business or other related discipline. Master’s degree and/or project management certification is preferred.</p> <p>General Experience: At least six (6) years of experience in program or project management.</p>
Program Manager Level 3	<p>Duties: The Program Manager is the contractor’s manager for the Contract and serves as the single point of contact for the Master Contractor with the customer regarding the Contract Performs overall management for Contract support operations. Organizes, directs, and coordinates the planning and production of all Contract activities projects and support activities including those of subcontractors. Oversees the development of or develops work breakdown structures, charts, tables, graphs, major milestone calendars and diagrams to assist in analyzing problems and making recommendations. Demonstrates excellent written and verbal communications skills. Establishes and alters corporate management structure to direct effective and efficient Contract support activities.</p> <p>Education: Bachelor’s Degree from an accredited college or university in Engineering. Computer Science. Information Systems. Business or other related discipline. Master’s degree and/or project management certification is preferred.</p> <p>General Experience: At least eight (8) years of experience in program or project management.</p>

Program Manager Level 4	<p>Duties: The Program Manager is the contractor’s manager for the Contract and serves as the single point of contact for the Master Contractor with the customer regarding the Contract Performs overall management for Contract support operations. Organizes, directs, and coordinates the planning and production of all Contract activities projects and support activities including those of subcontractors. Oversees the development of or develops work breakdown structures, charts, tables, graphs, major milestone calendars and diagrams to assist in analyzing problems and making recommendations. Demonstrates excellent written and verbal communications skills. Establishes and alters corporate management structure to direct effective and efficient Contract support activities.</p> <p>Education: Bachelor’s Degree from an accredited college or university in Engineering. Computer Science. Information Systems. Business or other related discipline. Master’s degree and/or project management certification is preferred.</p> <p>General Experience: At least twelve (12) years of experience in program or project management.</p>
Project Manager	<p>Duties: The Project Manager is assigned the management of a specific project and the work performed under assigned Task Orders. Performs day-to-day management of the project. identifies issues and risks and recommends possible issue and risk mitigation strategies associated with the project. Acts as a facilitator between the customer and IT contractor. Is responsible for ensuring that work performed under TOs is within scope. consistent with requirements. and delivered on time and on budget. Identifies critical paths. tasks. dates. testing. and acceptance criteria. Provides solutions to improve efficiency (e.g.. reduce costs while maintaining or improving performance levels). Monitors issues and provides resolutions for up-to-date status reports. Demonstrates excellent writing and oral communications skills.</p> <p>Education: Bachelor’s from an accredited college or university in Engineering. Computer Information Systems. Business or related discipline. Master’s degree or project management certification is preferred.</p> <p>General Experience: At least five (5) years of experience in project management.</p>
Project Manager, Senior	<p>Duties: The Project Manager is assigned the management of a specific project and the work performed under assigned Task Orders. Performs day-to-day management of the project, identifies issues and risks and recommends possible issue and risk mitigation strategies associated with the project. Acts as a facilitator between the customer and IT contractor. Is responsible for ensuring that work performed under TOs is within scope consistent with requirements and delivered on time and on budget. Identifies critical paths, tasks, dates, testing, and acceptance criteria. Provides solutions to improve efficiency (e.g.. reduce costs while maintaining or improving performance levels). Monitors issues and provides resolutions for up-to-date status reports. Demonstrates excellent writing and oral communications skills.</p> <p>Education: Bachelor’s from an accredited college or university in Engineering. Computer Information Systems. Business or related discipline. Master’s degree or project management certification is preferred.</p> <p>General Experience: At least eight (8) years of experience in project management</p>
Section 508 IT Specialist	<p>Duties: Clear understanding of Section 508 requirements of the Americans with Disabilities Act, and the techniques needed to comply with the policy. Ability to interpret the reading order and flow of large, text-heavy documents and tables. Ability to describe and tag images and complex graphs. Knowledge of HTML semantics/tagging, hyperlink integrity, and remediation of Section 508 accessibility issues. Ability to prepare 508 training materials (text and web-based)</p>

	<p>and conduct consultations. Ability to work with team of technical writers, graphics artist, and creative design team to produce public-release ready and 508 compliant products to include html templates, MS Office Suite deliverables, CDs, Video and PDF documents. Proficiency in Microsoft Word, PowerPoint, Excel, and Adobe Acrobat Professional. Possess strong communication skills.</p> <p>Education: Bachelor's degree in computer science or business information systems</p> <p>General Experience: At least 2 years of 508 compliance/remediation experience</p>
Section 508 IT Specialist - Senior	<p>Duties: Clear understanding of Section 508 requirements of the Americans with Disabilities Act, and the techniques needed to comply with the policy. Ability to interpret the reading order and flow of large, text-heavy documents and tables. Ability to describe and tag images and complex graphs. Knowledge of HTML semantics/tagging, hyperlink integrity, and remediation of Section 508 accessibility issues. Ability to prepare 508 training materials (text and web-based) and conduct consultations. Ability to work with team of technical writers, graphics artist, and creative design team to produce public-release ready and 508 compliant products to include html templates, MS Office Suite deliverables, CDs, Video and PDF documents. Proficiency in Microsoft Word, PowerPoint, Excel, and Adobe Acrobat Professional. Possess strong communication skills. At least 5 years of 508 compliance/remediation experience</p> <p>Education: Bachelor's degree in computer science or business information systems</p> <p>General Experience: At least 5 years of 508 compliance/remediation experience</p>
Solutions Architect	<p>Duties: Responsible for the overall system design. Documents development requirements for database, applications, and operation system environment. Consults with end users to test and debug applications to meet client needs. Serves as expertise in all aspects of designing and application development. May conduct training to IT Staff.</p> <p>Education: Requires a bachelor's degree and may be expected to have an advanced degree in area of specialty and at least 5 years of experience in the field or in a related area.</p> <p>General Experience: Demonstrates expertise in a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May provide consultation on complex projects and is considered to be the top level contributor/specialist.</p>
Subject Matter Expert	<p>Duties: Defines the problems and analyzes and develops plans and requirements in the subject matter area for moderately complex-to-complex systems. Coordinates and manages the preparation of analysis, evaluations, and recommendations for proper implementation of programs and systems specifications including but not limited to: information technology healthcare, education, public safety, social services, human resources, transportation, and environment</p> <p>Education: A Bachelor's Degree from an accredited college or university with a major in Computer Science. Information Systems. Engineering. Business. or other related scientific or technical discipline. A Master's Degree is preferred. A Master's Degree in one of the above disciplines equals one year specialized and two years General Experience.</p> <p>General Experience: Must have seven (7) years of experience.</p>
Technical Writer	<p>Duties: Assists in collecting and organizing information for preparation of user manuals, training materials, installation guides, proposals, and reports. Edits functional descriptions, system specifications, user manuals, special reports, or any other customer deliverables and documents. Conducts research and ensures the use of proper technical terminology. Translates technical information into</p>

	<p>clear, readable documents to be used by technical and non-technical personnel.</p> <p>Education: Associate’s Degree in related field. A Bachelor’s degree is preferred.</p> <p>General Experience: A minimum of three (3) years of experience in this area.</p>
IT Asset Management Administrator	<p>Minimum/General Experience: At least 3 years experience in providing IT procurement or IT asset management support.</p> <p>Functional Responsibilities: Responsible for administrative duties within the IT procurement and inventory management function. Maintains records and databases containing information regarding licenses, warranties, and service agreements for the organization's hardware and software. Minimizes organizational cost through product standardization and tracking. Tracks quality throughout the product lifetime. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under general supervision. Typically reports to a supervisor or manager.</p> <p>Minimum Education: BS Degree and/or 6 years in direct IT asset management experience.</p>
Network Engineer - 1	<p>Minimum/General Experience: At least 2 year of experience in providing network engineering support.</p> <p>Functional Responsibilities: Plan and perform network engineering research, design development, and other assignments in conformance with network design, engineering and customer specifications; responsible for the technical/engineering part of a major project or a project of with low degree of complexity. Demonstrate knowledge and experience configuring, and operating Network Management solutions.</p> <p>Provide assistance to the design, development, and deployment of fault and performance network management systems that provide the required trouble isolation and identification required for the applications. Supports integration of multiple vendor products into a seamless operation. Responsible for troubleshooting software and hardware configurations, and hardware/software installation for components of existing and planned LANs and WANs. LAN/WAN technical support functions may include system testing, diagnostics, performance and tuning, acceptance testing and specialized support for LAN/WAN analysis. Assist in conducting site surveys, developing, and implementing architectural and engineering plans to prepare a facility for LAN installations.</p> <p>Minimum Education: BS Degree and/or 4 years in direct network management experience.</p>
Network Engineer - 2	<p>Minimum/General Experience: 2-4 year of experience in providing network engineering support.</p> <p>Functional Responsibilities: Plan and perform network engineering research, design development, and other assignments in conformance with network design, engineering and customer specifications; responsible for the technical/engineering part of a major project or a project of with low degree of complexity. Demonstrate knowledge and experience configuring, and operating Network Management solutions.</p> <p>Provide assistance to the design, development, and deployment of fault and performance network management systems that provide the required trouble isolation and identification required for the applications. Supports integration of multiple vendor products into a seamless operation. Responsible for troubleshooting software and hardware configurations, and hardware/software installation for components of existing and planned LANs and WANs. Support</p>

	<p>functions may include system testing, diagnostics, performance and tuning, acceptance testing and specialized support for LAN/WAN analysis. Assist in conducting site surveys, developing, and implementing architectural and engineering plans to prepare a facility for LAN installations.</p> <p>Minimum Education: BS Degree and/or 6 years in direct network management experience.</p>
<p>Network Engineer - 3</p>	<p>Minimum/General Experience: 4-6 year of experience in providing network engineering support.</p> <p>Functional Responsibilities: Plan and perform network engineering research, design development, and other assignments in conformance with network design, engineering and customer specifications; responsible for the technical/engineering part of a major project or a project of with low degree of complexity. Demonstrate knowledge and experience configuring, and operating Network Management solutions.</p> <p>Provide assistance to the design, development, and deployment of fault and performance network management systems that provide the required trouble isolation and identification required for the applications. Supports integration of multiple vendor products into a seamless operation. Responsible for troubleshooting software and hardware configurations, and hardware/software installation for components of existing and planned LANs and WANs. Support functions may include system testing, diagnostics, performance and tuning, acceptance testing and specialized support for LAN/WAN analysis. Assist in conducting site surveys, developing, and implementing architectural and engineering plans to prepare a facility for LAN installations. Recommend physical locations, cabling restrictions, and facility constraints of sites. Strong subject matter experience in network characteristics analysis, design of network topologies and site configurations, installation, transition, and cutover of network components.</p> <p>Minimum Education: BS Degree and/or 8 years in direct network management experience.</p>
<p>Network Engineer - 4</p>	<p>Minimum/General Experience: Minimum of 6 year of experience in providing network engineering support.</p> <p>Functional Responsibilities: Plan and perform network engineering research, design development, and other assignments in conformance with network design, engineering and customer specifications; responsible for the technical/engineering part of a major project or a project of with low degree of complexity. Demonstrate knowledge and experience configuring, and operating Network Management solutions.</p> <p>Provide assistance to the design, development, and deployment of fault and performance network management systems that provide the required trouble isolation and identification required for the applications. Supports integration of multiple vendor products into a seamless operation. Responsible for troubleshooting software and hardware configurations, and hardware/software installation for components of existing and planned LANs and WANs. Support functions may include system testing, diagnostics, performance and tuning, acceptance testing and specialized support for LAN/WAN analysis. Assist in conducting site surveys, developing, and implementing architectural and engineering plans to prepare a facility for LAN installations. Recommend physical locations, cabling restrictions, and facility constraints of sites. Strong subject matter experience in network characteristics analysis, design of network topologies and site configurations, installation, transition, and cutover of network components.</p> <p>Minimum Education: BS Degree and/or 10 years in direct network management</p>

	experience.
Systems Administrator - Senior	<p>Minimum/General Experience: Minimum of 6 years of experience in computer systems administration and/or related field</p> <p>Functional Responsibilities: Work to support of business processing requirements using software installations and upgrades to operating systems and layered software packages to meet business needs. Schedule installations and upgrades and maintain them in accordance with established IT policies and procedures. Conduct routine hardware and software audits of workstations and servers to ensure compliance with established standards, policies, and configuration guidelines. Act as the technical liaison to various groups providing technical analysis, process improvement, and project task coordination to development and technical operations teams. Provide project schedule and coordination to ensure all personnel are aware of activities and associated delivery dates as well as ability to verbalize task definition.</p> <p>Minimum Education: BS/BA degree and/or related advanced training and certifications in system administration or related field. Masters degree is preferred.</p>
Systems Administrator - Mid	<p>Minimum/General Experience: Minimum of 8 years of experience in computer systems administration and/or related field</p> <p>Functional Responsibilities: Responsible for the installation, configuration, and maintenance of complex operating systems such as UNIX. Recognize and troubleshoot problems with server hardware and applications software. Establish and document standards and procedures for management review. Provide extensive knowledge of computer operations and familiarity with shell and kernel programming. Work to support of business processing requirements using software installations and upgrades to operating systems and layered software packages to meet business needs. Schedule installations and upgrades and maintain them in accordance with established IT policies and procedures. Conduct routine hardware and software audits of workstations and servers to ensure compliance with established standards, policies, and configuration guidelines. Act as the technical liaison to various groups providing technical analysis, process improvement, and project task coordination to development and technical operations teams. Provide project schedule and coordination to ensure all personnel are aware of activities and associated delivery dates as well as ability to verbalize task definition.</p> <p>Minimum Education: BS/BA degree and/or related advanced training and certifications in system administration or related field. Masters degree is preferred</p>
Configuration Management Specialist - Senior	<p>Minimum/General Experience: Over 5 years of experience in the field or in a related area. 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.</p> <p>Functional Responsibility: Analyzes changes of product design to determine the effect on the end product design and function and determines and prepares documentation necessary for change. Coordinates with customers and manufacturers to determine a process for change reporting. Reviews released engineering change data and changes documenting activities to ensure adherence to configuration management procedures and policies.</p> <p>Minimum Education: Bachelor's degree in area of specialty.</p>

Lead Principal Specialist	<p>Minimum/General Experience: At least 7 years of 508 compliance/remediation experience.</p> <p>Functional Responsibility: Provide high level expertise and advise to help agency-wide compliance with IT requirements including OMB and Section 508 requirements. Show Clear understanding of government IT requirements and compliance needs. Ability to interpret the reading order and flow of large, text-heavy documents and tables. Ability to describe and tag images and complex graphs. Ability to prepare training materials (text and web-based) and conduct consultations. Ability to work with team of technical writers, graphics artist, and creative design team to produce public-release ready and IT compliant products to include html templates, MS Office Suite deliverables, CDs, Video and PDF documents. Proficiency in Microsoft Word, PowerPoint, Excel, and Adobe Acrobat Professional. Possess strong communication skills. Ability to manage staff.</p> <p>Minimum Education: Bachelor's degree in computer science or business information systems.</p>
<b>SIN 132-100 Ancillary Services</b>	
Desktop Technician -1	<p>Minimum/General Experience: At least 1 year of experience in desktop and computer peripheral installation and assistance.</p> <p>Functional Responsibilities: Assist desktop staff with the installation and configuration of desktop computers, peripheral equipment, and software using established standards and guidelines. Possess specialized knowledge to analyze and solve simple problems. Provide technical assistance to system users. Respond to users' requests for assistance by phone and in person. Installs and modifies computer hardware and software. Works with limited supervision on activities such as printer refreshment and office relocations and moves.</p> <p>Minimum Education: High School Diploma and/or related advanced training</p>
Desktop Technician -2	<p>Minimum/General Experience: At least 2 year of experience in desktop and computer peripheral installation and assistance.</p> <p>Functional Responsibilities: Assists staff with the installation and configuration of desktop computers, peripheral equipment, and software using established standards and guidelines; work with vendor support contacts to resolve technical problems with desktop computing equipment and software; work with Help Desk and Network Operations staff as appropriate to determine and resolve problems received from users; ensure desktop computers interconnect seamlessly with diverse systems including associated validation systems, file servers, email servers, computer conferencing systems, application servers, and administrative systems; performs upgrades on systems. Works with limited supervision on activities such as printer and workstation refreshment</p> <p>Minimum Education: High School Diploma and/or related advanced training in Desktop systems</p>
Desktop Technician - 3	<p>Minimum/General Experience: At least 4 year of experience in desktop and computer peripheral installation and assistance.</p> <p>Functional Responsibilities: Assists staff with the installation and configuration of desktop computers, peripheral equipment, and software using established standards and guidelines; works with vendor support contacts to resolve technical problems with desktop computing equipment and software; works with Help Desk and Network Operations staff as appropriate to determine and resolve problems received from clients; ensures desktop computers interconnect seamlessly with diverse systems including associated validation systems, file servers, email</p>

	<p>servers, computer conferencing systems, application servers, and administrative systems; recommends and / or performs upgrades on systems; works with procurement staff to purchase hardware and software; assesses functional needs to determine specifications for purchases.</p> <p>Minimum Education: High School Diploma and/or related advanced training in application (file, email, etc) servers.</p>
Documentation/Graphic Specialist - 1	<p>Minimum/General Experience: At least 1 year of experience in technical and/or administrative writing and document development</p> <p>Functional Responsibilities: Works under the supervision of document management/graphics personnel. Prepare or assist in the preparation and support the development of contract deliverables and reports by developing and updating documentation to improve the quality and enhance the usability of documents. Integrate graphics generated with automated tools into the documents. Coordinate production support with outside vendors, as needed. Ensure that graphic projects are completed on time, within budget, and to user's satisfaction. Interfaces with users to determine scope of project. Demonstrate knowledge of software packages including word processing, spreadsheet, and some presentation generation.</p> <p>Minimum Education: High School Diploma and/or related advanced training in publications and documentation software.</p>
Documentation/Graphic Specialist - 2	<p>Minimum/General Experience: At least 3 years of experience in technical and/or administrative writing and document development</p> <p>Functional Responsibilities: Works under the supervision of document management/graphics personnel. Prepare or assist in the preparation and support the development of contract deliverables and reports by developing and updating documentation to improve the quality and enhance the usability of documents. Integrate graphics generated with automated tools into the documents. Coordinate production support with outside vendors, as needed. Ensure that graphic projects are completed on time, within budget, and to user's satisfaction. Interfaces with users to determine scope of project. Demonstrate knowledge of software packages including word processing, spreadsheet, and some presentation generation.</p> <p>Minimum Education: High School Diploma and/or related advanced training in publications and documentation software.</p>
Facilities Engineer - 1	<p>Minimum/General Experience: At least 1 year experience in the field or in a related area.</p> <p>Functional Responsibilities: Plans and implements the design of plants, offices, IT Facilities, and production lines in order to maximize the use of available space and improve production efficiency. Estimates costs related to layout design, including equipment and materials, labor, etc and monitors the construction process. Researches production/processing equipment or fixtures for purchase and gathers data relating to their ability to meet organizational needs. Ensures that established efficiency and safety targets are met. Familiar with a variety of the field's concepts, practices, and procedures. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. A wide degree of creativity and latitude is expected. Typically reports to a supervisor or manager.</p> <p>Minimum Education: Requires a bachelor's degree; 4 years experience may be substituted for a bachelor's degree.</p>
Facilities Engineer - 2	<p>Minimum/General Experience: At least 3 years experience in the field or in a related area.</p> <p>Functional Responsibilities: Plans and implements the design of plants, offices, IT Facilities, and production lines in order to maximize the use of available space and improve production efficiency. Estimates costs related to layout design, including</p>

	<p>equipment and materials, labor, etc and monitors the construction process. Researches production/processing equipment or fixtures for purchase and gathers data relating to their ability to meet organizational needs. Ensures that established efficiency and safety targets are met. Familiar with a variety of the field's concepts, practices, and procedures. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. A wide degree of creativity and latitude is expected. Typically reports to a supervisor or manager.</p> <p>Minimum Education: Requires a bachelor's degree; 4 years experience may be substituted for a bachelor's degree.</p>
ITSM Coordinator	<p>Minimum/General Experience: At least 4 years of experience in technical and/or administrative writing and document development</p> <p>Functional Responsibilities: Under general supervision, respond to and diagnose problems through discussions with users and determine problem recognition, research, isolation, and resolution steps. Resolve less complex problems immediately and escalate more complex problems to senior level support. Provide Level II, complex issue phone and in-person support to users in the areas such as email, word processing software, spreadsheet software, database software, user privileges, network access, network communication problems, network hardware trouble shooting, and diagnostics of printing problems. Strong experience in computer hardware and software systems. May serve as a shift supervisor, team lead, or lead diagnostician of other contractor personnel.</p> <p>Minimum Education: High School Diploma and/or related advanced training and certifications such as A+ Certification</p>
ITSM Specialist - 1	<p>Minimum/General Experience: At least 1 year of experience in providing IT support and/or help desk</p> <p>Functional Responsibilities: Respond to and diagnoses problems through interaction with users and determine problem recognition, research, isolation, and resolution steps. Escalate customer/application problems to functional or programming staff as needed and work directly with the support staff towards problem resolution. Use problem management database and help desk systems as the primary problem tracking and resolution tool. Understand and apply fundamental of customer service, incident response, problem response and change management. Provide level I phone and "walk-up" support to users in the areas such as email, word processing software, spreadsheet software, database software, network communication problems, network hardware trouble shooting, and diagnostics of printing problems through the use of scripts and a knowledgebase.</p> <p>Minimum Education: High School Diploma and/or related advanced training and certifications such as A+ Certification</p>
ITSM Specialist - 2	<p>Minimum/General Experience: At least 2 years of experience in providing IT support and/or help desk</p> <p>Functional Responsibilities: Respond to and diagnoses problems through interaction with users and determine problem recognition, research, isolation, and resolution steps. Escalate customer/application problems to functional or programming staff as needed and work directly with the support staff towards problem resolution. Use problem management database and help desk systems as the primary problem tracking and resolution tool. Understand and apply fundamental of customer service, incident response, problem response and change management. Provide Level I and Level II phone and walk up support to users in the areas such as email, word processing software, spreadsheet software, database software, user privileges, network access, network communication problems, network hardware trouble shooting, and diagnostics of printing problems. Demonstrate significant experience in computer hardware and software systems.</p>

	<p>Minimum Education: High School Diploma and/or related advanced training and certifications such as A+ Certification</p>
ITSM Specialist - 3	<p>Minimum/General Experience: At least 4 years of experience in providing IT support and/or help desk</p> <p>Functional Responsibilities: Respond to and diagnoses problems through interaction with users and determine problem recognition, research, isolation, and resolution steps. Escalate customer/application problems to functional or programming staff as needed and work directly with the support staff towards problem resolution. Use problem management database and help desk systems as the primary problem tracking and resolution tool. Understand and apply fundamental of customer service, incident response, problem response and change management. Provide Level I and Level II phone and walk up support to users in the areas such as email, word processing software, spreadsheet software, database software, user privileges, network access, network communication problems, network hardware trouble shooting, and diagnostics of printing problems. Demonstrate significant experience in computer hardware and software systems.</p> <p>Minimum Education: High School Diploma and/or related advanced training and certifications such as A+ Certification</p>
Technician - 1	<p>Minimum/General Experience: Minimum of 1 year of experience in application related system administration and/or related field</p> <p>Functional Responsibilities: Perform application related system administration functions and respond to user requests for hardware, peripheral equipment and software support; hardware diagnostics, repair and maintenance; plan and install new software; perform software migrations and upgrades in accordance with established procedures; ensure adherence to software standards and licensing; Apply configuration management disciplines to formally document and control the system administration aspects of software during its life cycle. Review and update related documentation on a regular basis. Work with limited supervision with responsibility for moderately complex assignments.</p> <p>Minimum Education: High School Diploma and/or related advanced training and certifications in computer operations or related field.</p>
Technician - 2	<p>Minimum/General Experience: 2-4 years of experience in application related system administration and/or related field</p> <p>Functional Responsibilities: Demonstrate ability in application of organization or enterprise-wide set of disciplines for the planning, analysis, design, and construction of information systems or networks. Perform application related system administration functions and respond to user requests for hardware, peripheral equipment and software support; hardware diagnostics, repair and maintenance; plan and install new software; perform software migrations and upgrades in accordance with established procedures; ensure adherence to software standards and licensing; Apply configuration management disciplines to formally document and control the system administration aspects of software during its life cycle. Review and update related documentation on a regular basis. Work with limited supervision with responsibility for moderately complex assignments. Work independently with responsibility for complex assignments.</p> <p>Minimum Education: High School Diploma and/or related advanced training and certifications in computer operations or related field. BS/BA degree preferred.</p>

**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 :

Mr. Joe Donohue  
Director of Contracts  
703-488-9361 Office  
571-229-2979 Direct  
[jdonohue@koniag.com](mailto:jdonohue@koniag.com)

**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

**(CUSTOMER NAME)  
BLANKET PURCHASE AGREEMENT**

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

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

MODEL NUMBER/PART NUMBER	*SPECIAL BPA DISCOUNT/PRICE
_____	_____
_____	_____
_____	_____

(2) Delivery:

DESTINATION	DELIVERY SCHEDULES / DATES
_____	_____
_____	_____
_____	_____

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

(4) This BPA does not obligate any funds.

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

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

OFFICE	POINT OF CONTACT
_____	_____
_____	_____
_____	_____

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

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

- (a) Name of Contractor;
- (b) Contract Number;
- (c) BPA Number;
- (d) Model Number or National Stock Number (NSN);
- (e) Purchase Order Number;
- (f) Date of Purchase;

- (g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and
- (h) Date of Shipment.

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

(10) The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of this BPA and the Contractor's invoice, the provisions of this BPA will take precedence.

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**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.

**LABOR CATEGORY PRICING**  
**SIN 132-51 Professional IT Services**

**July 2013**

	<b>Labor Category Description</b>	<b>Base Contract Year 1</b>	<b>Base Contract Year 2</b>	<b>Base Contract Year 3</b>	<b>Base Contract Year 4</b>	<b>Base Contract Year 5</b>
1*	Administrative Assistant	\$ 55.66	\$ 56.83	\$ 58.02	\$ 59.24	\$ 60.48
2*	Configuration Management Specialist - Intermediate	\$ 94.76	\$ 96.75	\$ 98.78	\$ 100.86	\$ 102.97
3*	Information Technology Analyst	\$ 93.03	\$ 94.98	\$ 96.98	\$ 99.01	\$ 101.09
4*	Information Technology Analyst, Senior	\$ 105.09	\$ 107.30	\$ 109.55	\$ 111.85	\$ 114.20
5*	Program Manager Level 1	\$ 115.43	\$ 117.85	\$ 120.33	\$ 122.86	\$ 125.44
6*	Program Manager Level 2	\$ 124.04	\$ 126.64	\$ 129.30	\$ 132.02	\$ 134.79
7*	Program Manager Level 3	\$ 137.83	\$ 140.72	\$ 143.68	\$ 146.70	\$ 149.78
8*	Program Manager Level 4	\$ 172.28	\$ 175.90	\$ 179.59	\$ 183.36	\$ 187.21
9*	Project Manager	\$ 133.52	\$ 136.32	\$ 139.19	\$ 142.11	\$ 145.09
10*	Project Manager - Senior	\$ 142.14	\$ 145.12	\$ 148.17	\$ 151.28	\$ 154.46
11*	Section 508 IT Specialist	\$ 92.71	\$ 94.66	\$ 96.64	\$ 98.67	\$ 100.75
12*	Section 508 IT Specialist - Senior	\$ 105.71	\$ 107.93	\$ 110.20	\$ 112.51	\$ 114.87
13*	Solutions Architect	\$ 115.43	\$ 117.85	\$ 120.33	\$ 122.86	\$ 125.44
14*	Subject Matter Expert	\$ 162.89	\$ 166.31	\$ 169.80	\$ 173.37	\$ 177.01
15*	Technical Writer	\$ 74.50	\$ 76.06	\$ 77.66	\$ 79.29	\$ 80.96
16	IT Asset Management Administrator		\$48.54	\$49.59	\$50.65	\$51.74
17	Network Engineer - 1		\$66.30	\$67.72	\$69.18	\$70.66
18	Network Engineer - 2		\$71.15	\$72.68	\$74.23	\$75.83
19	Network Engineer - 3		\$89.03	\$90.94	\$92.90	\$94.89
20	Network Engineer - 4		\$105.06	\$107.32	\$109.62	\$111.97
21	Senior Systems Administrator		\$99.77	\$101.91	\$104.09	\$106.32
22	Systems Administrator - Mid		\$84.03	\$85.83	\$87.67	\$89.56
23	Configuration Management Specialist - Senior		\$118.20	\$120.73	\$123.32	\$125.97
24	Lead Principal Specialist		\$148.55	\$151.74	\$155.00	\$158.32
<b>SIN 132-100 Ancillary Services</b>						
	Desktop Technician -1		\$34.96	\$35.71	\$36.47	\$37.26
	Desktop Technician -2		\$39.19	\$40.03	\$40.89	\$41.77
	Desktop Technician - 3		\$43.54	\$44.47	\$45.43	\$46.40
	Documentation/Graphic Specialist - 1		\$59.63	\$60.91	\$62.21	\$63.55
	Documentation/Graphic Specialist - 2		\$69.45	\$70.94	\$72.46	\$74.01

	<b>Labor Category Description</b>	<b>Base Contract Year 1</b>	<b>Base Contract Year 2</b>	<b>Base Contract Year 3</b>	<b>Base Contract Year 4</b>	<b>Base Contract Year 5</b>
	Facilities Engineer - 1		\$59.63	\$60.91	\$62.21	\$63.55
	Facilities Engineer - 2		\$66.30	\$67.72	\$69.18	\$70.66
	ITSM Coordinator		\$59.63	\$60.91	\$62.21	\$63.55
	ITSM Specialist - 1		\$34.96	\$35.71	\$36.47	\$37.26
	ITSM Specialist - 2		\$43.07	\$43.99	\$44.94	\$45.90
	ITSM Specialist - 3		\$53.66	\$54.81	\$55.98	\$57.18
	Technician - 1		\$37.51	\$38.31	\$39.14	\$39.98
	Technician - 2		\$77.69	\$79.35	\$81.06	\$82.80

**Koniag Technology Consulting SCA MATRIX**

<b>SCA Eligible Contract Labor Category</b>	<b>SCA Equivalent Code and Title</b>	<b>WD Number</b>
Desktop Technician -1	14160	WD 05-2095
Desktop Technician -2	14160	WD 05-2095
Desktop Technician - 3	14160	WD 05-2095
Documentation/Graphic Specialist - 1	15080	WD 05-2095
Documentation/Graphic Specialist - 2	15080	WD 05-2095
Facilities Engineer - 1	30085	WD 05-2095
Facilities Engineer - 2	30086	WD 05-2095
ITSM Coordinator	14044	WD 05-2095
ITSM Specialist - 1	14041	WD 05-2095
ITSM Specialist - 2	14042	WD 05-2095
ITSM Specialist - 3	14043	WD 05-2095
Technician - 1	14071	WD 05-2095
Technician - 2	14072	WD 05-2095

“The Service Contract Act (SCA) is applicable to this contract and it includes SCA applicable labor categories. The prices for the indicated (\*\*) SCA labor categories are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCA matrix. The prices offered are based on the preponderance of where work is performed and should the contractor perform in an area with lower SCA rates, resulting in lower wages being paid, the task order prices will be discounted accordingly.”