



AUTHORIZED  
FEDERAL SUPPLY SERVICE  
INFORMATION TECHNOLOGY SCHEDULE  
INFORMATION TECHNOLOGY  
PROFESSIONAL SERVICES

CONTRACT NUMBER: GS-35F-0474J  
SPECIAL ITEM NUMBER: 132-51  
PERIOD COVERED BY CONTRACT: APRIL 27, 2009 – APRIL 26, 2014  
PRICELIST CURRENT THROUGH" APRIL 26, 2014

McCallie Associates, Inc.  
GSA SERVICES  
3906 Raynor Parkway, Ste 200  
BELLEVUE, NE 68123  
PHONE: 402-291-2203  
FAX: 402-291-8221  
EMAIL: [gsaservices@mccallie.com](mailto:gsaservices@mccallie.com)  
WEBSITE: [www.mccallie.com](http://www.mccallie.com)

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#### LABOR CATEGORY DESCRIPTIONS

- CLIN: 001 TITLE: Help Desk Coordinator
- CLIN: 002 TITLE: Help Desk Coordinator Senior
- CLIN: 003 TITLE: Help Desk Manager
- CLIN: 004 TITLE: Network Support Technician
- CLIN: 005 TITLE: Network Support Technician - Senior
- CLIN: 006 TITLE: Network Support Manager
- CLIN: 007 TITLE: Network Systems Engineer
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- CLIN: 027 TITLE: Office Technologist
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- CLIN: 029 TITLE: Senior Office Administrator
- CLIN: 030 TITLE: Security Administrator
- CLIN: 031 TITLE: Configuration and Data Manager
- CLIN: 032 TITLE: Hardware Technician

CLIN: 033 TITLE: Communications/Data System Operator  
CLIN: 034 TITLE: Quality Assurance and Quality Control Administrator  
CLIN: 035 TITLE: Information Systems Programmer Jr.  
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**AUTHORIZED  
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## INFORMATION FOR ORDERING OFFICES

### SPECIAL NOTICE TO AGENCIES:

#### Small Business Participation

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

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

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

#### GEOGRAPHIC SCOPE OF CONTRACT

The forty-eight (48) contiguous states, and the District of Columbia.

#### ORDERING ADDRESS AND PAYMENT ADDRESS

Ordering Address: McCallie Associates, Inc.  
GSA Services  
3906 Raynor Parkway, Ste 200  
Bellevue NE 68123

Payment Address: McCallie Associates, Inc.  
GSA Services Accounts Receivables  
3906 Raynor Parkway, Ste 200  
Bellevue NE 68123

Government Credit Cards will be accepted for payment; however, they will not be acceptable for payment above the micro-purchase threshold. In addition, bank account information for wire transfer payments will be shown on the invoice. All payments are NET 30 days.

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

Phone Number: (402) 291-2203

Fax Number: (402) 291-8221

#### LIABILITY FOR INJURY OR DAMAGE

MCCALLIE ASSOCIATES, INC. shall not be liable for any injury to Government personnel or damage to Government property arising from the use of equipment McCallie Associates, Uncontained by MCCALLIE ASSOCIATES, INC., unless such injury or damage is due to the fault or negligence of MCCALLIE ASSOCIATES, INC.

#### STATISTICAL DATA FOR GOVERNMENT ORDERING OFFICE COMPLETION OF STANDARD FORM 279

Block 9: G Order/Modification under Federal Schedule

Block 16: Data Universal Numbering System (DUNS) Number: 11-316-6136

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

Block 31: Woman-Owned Small Business – Yes

Block 36: Contractor's Taxpayer Identification Number (TIN): 47-0650565

a. Cage Code: 8X045

F.O.B. DESTINATION  
Reserved.

#### DELIVERY SCHEDULE

MCCALLIE ASSOCIATES, INC.'s performance of Information Technology (IT) Professional Services, SIN 132-51, will be in accordance with the delivery schedule as agreed to in writing by MCCALLIE ASSOCIATES, INC. and the ordering agency. See Paragraph 16 for more information.

#### DISCOUNTS

All prices herein are as stated with discounts and Industrial Funding Fee (IFF) already applied.

#### TRADE AGREEMENTS ACT OF 1979, AS AMENDED

Reserved.

#### EXPORT PACKING

Reserved.

#### SMALL REQUIREMENTS

The minimum dollar value of orders to be issued under this contract is \$100.00.

#### MAXIMUM ORDER

The maximum dollar value per order for all Information Technology Professional Services (Special Item Number 132-51) is \$500,000.

#### USE OF FEDERAL SUPPLY SERVICE INFORMATION TECHNOLOGY SCHEDULE CONTRACTS (In Accordance With FAR 8.404)

Special ordering procedures have been established for Special Item Number (SIN) 132-51 – Information Technology Professional Services. Refer to the terms and conditions for ordering procedures.

1. **Multiple Award Schedule (MAS).** Orders placed pursuant to an MAS, using the procedures in FAR 8.404, are considered to be issued pursuant to full and open competition. Therefore, when placing orders under Federal Supply Schedules, ordering offices need not seek further competition, synopsise the requirement, make a separate determination of fair and reasonable pricing, or consider small business set-asides in accordance with subpart 19.5. GSA has already determined the prices of items under schedule contracts to be fair and reasonable. By placing an order against a schedule using the procedures outlined below, the ordering office has concluded that the order represents the best value and results in the lowest overall cost alternative (considering price, special features, administrative costs, etc.) to meet the Government's needs.

**a. Orders Placed At Or Below The Micro-Purchase Threshold.** Ordering offices can place orders at or below the micro-purchase threshold with any Federal Supply Schedule Contractor.

**b. Orders Exceeding The Micro-Purchase Threshold But Not Exceeding The Maximum Order Threshold.** Orders should be placed with the Schedule Contractor that can provide the supply or service that represents the best value. Before placing an order, ordering offices should consider reasonably available information about the supply or service offered under MAS contracts by using the "GSA Advantage!" on-line shopping service, or by reviewing the catalogs/pricelists of at least three Schedule Contractors and selecting the delivery and other options available under the schedule that meets the agency's needs. In selecting the supply or service representing the best value, the ordering office may consider:

(1) Special features of the supply or service that are required in effective program performance, and that are not provided by a comparable supply or service;

(2) Trade-in considerations;

(3) Probable life of the item selected as compared with that of a comparable item;

(4) Warranty considerations;

(5) McCallie Associates, Inc. maintenance availability;

(6) Past performance; and

(7) Environmental and energy efficiency considerations.

**c. Orders Exceeding The Maximum Order Threshold.** Each schedule contract has an established maximum order threshold. This threshold represents the point where it is advantageous for the ordering office to seek a price reduction. In addition to following the procedures in paragraph b, above, and before placing an order that exceeds the maximum order threshold, ordering offices shall:

(1) Review additional Schedule Contractors' catalogs/pricelists or use the "GSA Advantage!" on-line shopping service;

(2) Based on the initial evaluation, generally seek price reductions from the Schedule Contractor(s) appearing to provide the best value (considering price and other factors); and

(3) After price reductions have been sought, place the order with the Schedule Contractor what provides the best value and results in the lowest overall cost alternate. If further price reductions are not offered, an order may still be placed, if the ordering office determines that is appropriate.

**NOTE:** For orders exceeding the maximum order threshold, MCCALLIE ASSOCIATES, INC. may:

(1) Offer a lower price for this requirement (the Price Reductions clause is not applicable to orders placed over the maximum order in FAR 52.216-19 Order Limitations);

(2) Offer the lowest price available under the contract; or

(3) Decline the order (orders must be returned in accordance with FAR 52.216-19).

**d. Blanket Purchase Agreements (BPAs).** The establishment of Federal Supply Schedule BPAs is permitted when following the ordering procedures in FAR 8.404. All schedule contracts contain BPA provisions. Ordering offices may use BPAs to establish accounts with Contractors to fill recurring requirements. BPAs should address the frequency of ordering and invoicing, discounts, and delivery locations and times.

**e. Price Reductions.** In addition to the circumstances outlined in paragraph c, above, there may be instances when ordering offices will find it advantageous to request a price reduction. For example, when the ordering office finds a schedule supply or service elsewhere at a lower price or when a BPA is being established to fill recurring requirements, requesting a price reduction could be advantageous. The potential volume of orders under these agreements, regardless of the size of the individual order, may offer the ordering office the opportunity to secure greater discounts. Schedule Contractors are not required to pass on to all schedule users a price reduction extended only to an individual agency for a specific order.

**f. Small Business.** For orders exceeding the micro-purchase threshold, ordering offices should give preference to the items of small business concerns when two or more items at the same delivered price will satisfy the requirement.

**g. Documentation.** Orders should be documented, at a minimum, by identifying the Contractor the item was purchased from, the item purchased, and the amount paid. If an agency requirement in excess of the micro-purchase threshold is defined so as to require a particular brand name, product, or feature of a product peculiar to one manufacturer, thereby precluding consideration of a product manufactured by another company, the ordering office shall include an explanation in the file as to why the particular brand name, product, or feature is essential to satisfy the agency's needs.

## 2. FEDERAL INFORMATION TECHNOLOGY - TELECOMMUNICATION STANDARDS REQUIREMENTS

Federal departments and agencies 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 offices, shall be responded to promptly by the Contractor.

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.

**FEDERAL TELECOMMUNICATION STANDARDS (FED-STDS):**

Telecommunications products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STDS) should not be acquired unless a waiver has been granted in accordance with the applicable "FED-STD." Federal Telecommunication Standards are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Ordering information and information concerning the availability of FED-STDS should be obtained from the GSA, Federal Supply Service, Specifications Section, 470 East L'Enfant Plaza, Suite 8100, SW, Washington, DC 20407, telephone number (202) 619-8925. Please include a self-addressed label when requesting information by McCallie Associates, Inc. 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.

**SECURITY REQUIREMENTS**

In the event security requirements are necessary, the ordering activities may incorporate in their delivery orders a security clause in accordance with current laws, regulations and individual agency policy; however, the burden of administering the security requirements shall be with the ordering agency. If any costs are incurred as a result of the inclusion of security requirements, such costs will not exceed ten percent (10%) or \$100,000, of the total dollar value of the order, whichever is less.

**CONTRACT ADMINISTRATION FOR ORDERING OFFICES**

Any ordering office, 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 (1) Termination for the Government's convenience, and (m) Termination for Cause.

**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 (e.g., Netscape). The Internet address is <http://www.gsa.gov/>.

**PURCHASE OF INCIDENTAL, NON-SCHEDULE ITEMS.**

For administrative convenience, open market (non-contract) items may be added to a Federal Supply Schedule Blanket Purchase Agreement (BPA) or an individual order, provided that the items are clearly labeled as such on the order, all applicable regulations have been followed, and price reasonableness has been determined by the ordering activity for the open market (non-contract) items.

**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 quotation 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 that 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.

**OVERSEAS ACTIVITIES**

Reserved

#### YEAR 2000 WARRANTY - COMMERCIAL SUPPLY ITEMS

"Year 2000 compliant," as used in this part, means, with respect to information technology, that the information technology accurately processes date/time data (including, but not limited to, calculating, comparing, and sequencing) from, into, and between the twentieth and twenty-first centuries, and the years 1999 and 2000, including leap year calculations, to the extent that other information technology, used in combination with the information technology being acquired, properly exchanges date/time data with it.

The Contractor warrants that each hardware, software, and firmware product delivered under this contract shall be able to accurately process date data (including, but not limited to, calculating, comparing, and sequencing) from, into, and between the twentieth and twenty-first centuries, including leap year calculations, when used in accordance with the product documentation provided by the Contractor, provided that all listed or unlisted products (e.g., hardware, software, firmware) used in combination with such listed product properly exchange date data with it. If the contract requires that specific listed products must perform as a system in accordance with the foregoing warranty, then that warranty shall apply to those listed products as a system. The duration of this warranty and the remedies available to the Government for breach of this warranty shall be as defined in, and subject to, the terms and limitations of the Contractor's standard commercial warranty or warranties contained in this contract, provided that notwithstanding any provision to the contrary in such commercial warranty or warranties, the remedies available to the Government under this warranty shall include repair or replacement of any listed product whose non-compliance is discovered and made known to the Contractor in writing within ninety (90) days after acceptance. Nothing in this warranty shall be construed to limit any rights or remedies the Government may otherwise have under this contract with respect to defects other than Year 200 performance.

#### BLANKET PURCHASE AGREEMENTS (BPAs)

Federal Acquisition Regulation (FAR) 13.201(a) defines Blanket Purchase Agreements (BPAs) as ". . . a simplified method of filling anticipated repetitive needs for supplies or services by establishing 'charge accounts' with qualified sources of supply." The use of Blanket Purchase Agreements under the Federal Supply Schedule Program is authorized in accordance with FAR 13.202(c) (3), which reads in part, as follows:

"BPAs may be established with Federal Supply Schedule Contractors, if not inconsistent with the terms of the applicable schedule contract."

Federal Supply Schedule contracts contain BPA provisions to enable schedule users to maximize their administrative and purchasing savings. This feature permits schedule users to set up "accounts" with Schedule Contractors to fill recurring requirements. These accounts establish a period for the BPA and generally address issues such as the frequency of ordering and invoicing, authorized callers, discounts, delivery locations and times. Agencies may qualify for the best quantity/volume discounts available under the contract, based on the potential volume of business that may be generated through such an agreement, regardless of the size of the individual orders. In addition, agencies may be able to secure a discount higher than that available in the contract based on the aggregate volume of business possible under a BPA. Finally, Contractors may be open to a progressive type of discounting where the discount would increase once the sales accumulated under the BPA reach certain prescribed levels. Use of a BPA may be particularly useful with the new Maximum Order feature. See the Suggested Format, contained in this Schedule Pricelist, for customers to consider when using this purchasing tool.

### 3. CONTRACTOR TEAM ARRANGEMENTS

Federal Supply Schedule Contractors may use "Contractor Team Arrangements" (see FAR 9.6) to provide solutions when responding to a customer agency requirements. The policy and procedures outlined in this part will provide more flexibility and allow innovative acquisition methods when using the Federal Supply Schedules. See the additional information regarding Contractor Team Arrangements in this Schedule Pricelist.

#### TERMS AND CONDITIONS

##### **Applicable to Professional Services for General Purpose Commercial Information Technology Hardware, Firmware, and Software (Special Item 132-51)**

#### SCOPE

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

## ORDERING PROCEDURES

a. Procedures for IT Professional Services Priced on GSA Schedule at Hourly Rates.

(1) FAR 8.402 contemplates that GSA may occasionally find it necessary to establish special ordering procedures for individual Federal Supply Schedules or for some Special Item Numbers (SINs) within a Schedule. GSA has established special ordering procedures for IT professional services (SIN 132-51) that are priced on Schedule at hourly rates. These special ordering procedures, which are outlined herein, take precedence over the procedures in FAR 8.404.

(2) The GSA has determined that the rates for IT professional services contained in this pricelist are fair and reasonable. However, the ordering office using this contract is responsible for considering the level of effort and mix of labor proposed to perform a specific task being ordered and for making a determination that the total firm-fixed price or ceiling price is fair and reasonable.

(3) When ordering IT professional services ordering offices shall:

(i) Prepare a Request for Quotation:

(A) A performance-based statement of work that outlines, at a minimum, the work to be performed, location of work, period of performance, deliverable schedule, applicable standards, acceptance criteria, and any special requirements (i.e., security clearances, travel, special knowledge, etc.) should be prepared.

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

(C) The request for quotation may request the contractors, if necessary or appropriate, to submit a project plan for performing the task and information on the contractor's experience and/or past performance performing similar tasks.

(D) The request for quotation shall notify the contractors what basis will be used for selecting the contractor to receive the order. The notice shall include the basis for determining whether the contractors are technically qualified and provide an explanation regarding the intended use of any experience and/or past performance information in determining technical acceptability of responses. If consideration will be limited to schedule contractors who are small business concerns as permitted by paragraph (ii) (A) below, the request for quotations shall notify the contractors that will be the case.

(ii) Transmit the Request for Quotation to Contractors:

(A) Based upon an initial evaluation of catalogs and pricelists, the ordering office should identify the contractors that appear to offer the best value (considering the scope of services offered, hourly rates and other factors such as contractors' locations, as appropriate). When buying IT professional services under SIN 132-51 ONLY, the ordering office, at its discretion, may limit consideration to those schedule contractors that are small business concerns. This limitation is not applicable when buying supplies and/or services under other SINs as well as SIN 132-51. The limitation may only be used when at least three (3) small businesses that appear to offer services that will meet the agency's needs are available, if the order is estimated to exceed the micro-purchase threshold.

(B) The request for quotation should be to three (3) contractors if the proposed order is estimated to exceed the micro-purchase threshold, but not to exceed the maximum order threshold. For proposed orders exceeding the maximum order threshold, the request for quotation should be provided to additional contractors that offer services that will meet the agency's needs. Ordering offices should strive to minimize the contractors' costs associated with responding to requests for proposals for specific orders. Requests should be tailored to the minimum level necessary for adequate evaluation and selection for order placement.

(iii) Evaluate Proposals and select the contractor to receive the order:

After responses have been evaluated against the factors identified in the request for quotation, the order should be placed with the schedule contractor that represents the best value and results in the lowest overall cost alternative (considering price, special qualifications, administrative costs, etc.) to meet the Government's needs.

(4) The establishment of Federal Supply Schedule Blanket Purchase Agreements (BPAs) for recurring services is permitted when the procedures outlined herein are followed. All BPAs for services must define the services that may be ordered under the BPA, along with delivery or performance time frames, billing procedures, etc. The potential volume of orders under BPAs, regardless of the size of individual orders, may offer the ordering office the opportunity to secure volume discounts. When establishing BPAs ordering offices shall:

(i) Inform contractors in the request for quotation (based on the agency's requirement) if a single BRA or multiple BPAs will be established, and indicate the basis that will be used for selecting the contractors to be awarded the BPAs.

(A) SINGLE BPA: Generally, a single BPA should be established when the ordering office can define the tasks to be ordered under the BPA and establish a firm-fixed price or ceiling price for individual tasks or services to be ordered. When this occurs, authorized users may place the order directly under the established BPA when the need for service arises. The schedule contractor that represents the best value and results in the lowest overall cost alternative to meet the agency's needs should be awarded the BPA.

(B) MULTIPLE BPAs: When the ordering office determines multiple BPAs are needed to meet its requirements, the ordering office should determine which contractors can meet any technical qualifications before establishing the BPAs. When multiple BPAs are established, the authorized users must follow the procedure in (3) (ii) (B) above, and then place the order with the schedule contractor that represents the best value and results in the lowest overall cost alternative to meet the agency's needs.

(ii) Review BPAs periodically. Such reviews shall be conducted at least annually. The purpose of the review is to determine whether the BPAs still represents the best value (considering price, special qualifications, etc.) and results in the lowest overall cost alternative to meet the agency's needs.

(5) The ordering office should give preference to small business concerns when two or more contractors can provide the services at the same firm-fixed price or ceiling price.

(6) When the ordering office's requirement involves both products as well as IT professional services, the ordering office should total the prices for the products and the firm-fixed price for the services, and select the contractor that represents the greatest value in terms of meeting the agency's total needs.

(7) The ordering office, at a minimum, should document orders by identifying the contractor the services were purchased from, the services purchased, and the amount paid. If other than a firm-fixed price order is placed, such documentation should include the basis for the determination to use a labor-hour or time-and-materials order. For agency requirements in excess of the micro-purchase threshold, the order file should document the evaluation of schedule contractors, proposals that formed the basis for the selection of the contractor that received the order and the rationale for any trade-offs made in making the selection.

b. Ordering Procedures for other services available on schedule at fixed-prices for specifically defined services or tasks.

Orders placed pursuant to a Multiple Award Schedule (MAS), using the procedures in FAR 8.404, are considered to be issued pursuant to full and open competition. Therefore, when placing orders under Federal Supply Schedules, ordering offices need not seek further competition, synopsise the requirement, make a separate determination of fair and reasonable pricing, or consider small business set-asides in accordance with subpart 19.5. GSA has already determined the prices of items under schedule contracts to be fair and reasonable. By placing an order against a schedule using the procedures outlined below, the ordering office has concluded that the order represents the best value and results in the lowest overall cost alternative (considering price, special features, administrative costs, etc.) to meet the Government's needs.

**(1) Orders placed at or below the micro-purchase threshold.** Ordering offices can place orders at or below the micro-purchase threshold with any Federal Supply Schedule Contractor.

**(2) Orders exceeding the micro-purchase threshold but not exceeding the maximum order threshold.** Orders should be placed with the Schedule Contractor that can provide the supply or service that represents the best value. Before placing an order, ordering offices should consider reasonably available information about the service offered under MAS contracts by using the "GSA Advantage!" on-line shopping service, or by reviewing the catalogs/pricelists of at least three Schedule Contractors and selecting the delivery and other options available under the schedule that meets the agency's needs. In selecting the service representing the best value, the ordering office may consider (i) special features of the service that are required in effective program performance and that are not provided by a comparable service; and (ii) past performance.

**(3) Orders exceeding the maximum order threshold.** Each schedule contract has an established maximum order threshold. This threshold represents the point where it is advantageous for the ordering office to seek a price reduction. In addition to following the procedures in paragraph b, above, and before placing an order that exceeds the maximum order threshold, ordering offices shall:

(i) Review additional Schedule Contractors' catalogs/pricelists or use the "GSA Advantage!" on-line shopping service;

(ii) Based upon the initial evaluation, generally seek price reductions from the Schedule Contractor(s) appearing to provide the best value (considering price and other factors); and

(iii) After price reductions have been sought, place the order with the Schedule Contractor that provides the best value and results in the lowest overall cost alternative. If further price reductions are not offered, an order may still be placed, if the ordering office determines that it is appropriate.

**NOTE:** For orders exceeding the maximum order threshold, the Contractor may:

(A) Offer a new lower price for this requirement (the Price Reductions clause is not applicable to orders placed over the maximum order in FAR 52.216-19 Order Limitations);

(B) Offer the lowest price available under the contract; or

(C) Decline the order (orders must be returned in accordance with FAR 52.216-19).

**(4) Blanket Purchase Agreements (BPAs).** The establishment of Federal Supply Schedule BPAs is permitted when following the ordering procedures in FAR 8.404. All schedule contracts contain BPA provisions. Ordering offices may use BPAs to establish accounts with Contractors to fill recurring requirements. BPAs should address the frequency of ordering and invoicing, discounts, and delivery locations and times.

**(5) Price Reductions.** In addition to the circumstances outlined in paragraph (3), above, there may be instances when ordering offices will find it advantageous to request a price reduction. For example, when the ordering office finds a schedule service elsewhere at a lower price or when a BPA is being established to fill recurring requirements, requesting a price reduction could be advantageous. The potential volume of orders under these agreements, regardless of the size of the individual order, may offer the ordering office the opportunity to secure greater discounts. Schedule Contractors are not required to pass on to all schedule users a price reduction extended only to an individual agency for a specific order.

**(6) Small Business.** For orders exceeding the micro-purchase threshold, ordering offices should give preference to the items of small business concerns when two or more items at the same delivered price will satisfy the requirement.

**(7) Documentation.** Orders should be documented, at a minimum, by identifying the Contractor the item was purchased from, the item purchased, and the amount paid. If an agency requirement in excess of the micro-purchase threshold is defined so as to require a particular brand name, product, or feature of a product peculiar to one manufacturer, thereby precluding consideration of a product manufactured by another company, the ordering office shall include an explanation in the file as to why the particular brand name, product, or feature is essential to satisfy the agency's needs.

#### ORDER

a. Agencies may use written orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.

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

### 3. PERFORMANCE OF SERVICES

a. MCCALLIE ASSOCIATES, INC. shall commence performance of services on the date agreed to by MCCALLIE ASSOCIATES, INC. and the ordering office.

b. MCCALLIE ASSOCIATES, INC. agrees to render services only during normal working hours, unless otherwise agreed to by MCCALLIE ASSOCIATES, INC. and the ordering office.

c. The Agency 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 MCCALLIE ASSOCIATES, INC. 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 MCCALLIE ASSOCIATES, INC. travel. Contractors cannot use GSA city pair contracts.

#### INSPECTION OF SERVICES

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

### 4. RESPONSIBILITIES OF MCCALLIE ASSOCIATES, INC.

MCCALLIE ASSOCIATES, INC. shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character.

#### RESPONSIBILITIES OF THE GOVERNMENT

Subject to security regulations, the ordering office shall permit MCCALLIE ASSOCIATES, INC. access to all facilities necessary to perform the requisite IT Services.

#### INDEPENDENT CONTRACTOR

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

#### 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 MCCALLIE ASSOCIATES, INC., its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving MCCALLIE ASSOCIATES, INC., any entity into or with which MCCALLIE ASSOCIATES, INC. subsequently merges or affiliates, or any other successor or assignee of MCCALLIE ASSOCIATES, INC..

An "Organizational conflict of interest" exists when the nature of the work to be performed under a proposed Government contract, without some restriction on activities by MCCALLIE ASSOCIATES, INC. and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair MCCALLIE ASSOCIATES, INC.'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 Government, ordering offices may place restrictions on MCCALLIE ASSOCIATES, INC., 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.

#### INVOICES

MCCALLIE ASSOCIATES, INC., upon completion of the work ordered, shall submit invoices for IT services. Progress payments may be authorized by the ordering office 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.

#### PAYMENTS

For firm-fixed price orders the Government shall pay MCCALLIE ASSOCIATES, INC., 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 (Alternate I (APR 1984)) at FAR 52.232-7 applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts (FEB 1997) (Alternate II (JAN 1986)) at FAR 52.232-7 applies to labor-hour orders placed under this contract.

#### RESUMES

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

#### INCIDENTAL SUPPORT COSTS

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

#### APPROVAL OF SUBCONTRACTS

The ordering activity may require that MCCALLIE ASSOCIATES, INC. 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.

#### DESCRIPTION AND PRICING OF MCCALLIE ASSOCIATES, INC.'S INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES

a. MCCALLIE ASSOCIATES, INC.'s price for each type of IT service offered under Special Item Numbers 132-51, are shown at Tab C, Professional Services. They are listed by general service category and job title. Pricing is shown as Government Site Hourly Rates and MCCALLIE ASSOCIATES, INC. Site Hourly Rates. Descriptions of each type of service offered are shown following the price schedules.

b. MCCALLIE ASSOCIATES, INC.'s engineering and technical staff will be available to provide help desk support, network technical support, network engineering, network administration, consulting services, database support, and program management services to the Government. This is a partial listing and is not to be considered all encompassing. MCCALLIE ASSOCIATES, INC. provides customers with a variety of engineering and technical services to customize total systems solutions to their requirements. Brief general descriptions of MCCALLIE ASSOCIATES, INC.'s schedule services are shown below.

#### Technical Labor Categories

##### 16.1 Help Desk Support Services

General help desk support for the desktop and network environment. Includes:

- Network customer support including problem recognition, research, isolation, resolution, and follow-up.
- Identification, prioritization, coordination, logging, tracking, monitoring, and resolution of reported problems.
- Simulation of user problems to resolve operating difficulties, and recommendation of systems modifications to reduce user problems, when appropriate.
- Response to user complaints to research problems associated with the organization's Local Area/Wide Area Networks.
- Diagnosis of problem source through discussions with users.
- Coordination with internal customer support and operations groups and/or with vendors to resolve problems.
- Follow up with users to ensure problem has been resolved and develops supporting documentation for all activities.
- Utilization of problem management database and help desk systems, and interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem.

##### 16.2 Network Technical Support

Day-to-day user level network problem solution, hardware and software support. Network services are focused on providing network infrastructure integrating Microsoft and other enterprise products, applications, and multivendor platforms. The objective of enterprise network services is to cost effectively improve your business processes. MCCALLIE ASSOCIATES, INC. will develop and implement a plan that will reduce network traffic, optimize information exchange, and minimize downtime, data loss, and disruption of system operations. Services include:

- Monitoring and responding to LAN/WAN hardware and software problems utilizing hardware and software testing tools and techniques.
- Network server support.
- Primary interface with vendor support service groups or provides internal analysis and support to ensure proper escalation during outages or periods of degraded system performance.
- Installation of clients and associated peripherals.
- Arranging for necessary corrective actions to ensure high quality transmission on the network.
- Testing and analyzing all elements of the network facilities, including software, power, network communications equipment, lines, modems, and workstations.
- Obtaining clarification of problems and provides resolution for system failures or degradations, and assists in performing corrective action.
- Network monitoring, operations, and/or maintenance for local, off-site, and/or remote locations.
- Installing, configuring, and troubleshooting Microsoft and other applications and enterprise products.

### 16.3 Network Engineering

Network design, implementation, planning, and architecture. Enterprise engineers analyze your objectives and develop effective technological strategies and open systems solutions based on Microsoft and other applications and enterprise products. These services include requirements analysis, architecture and solution development, evaluation of technologies, implementation and testing, and performance tuning. MCCALLIE ASSOCIATES, INC. will work with you during the entire process to achieve your objectives and ensure a timely, successful implementation. Services include:

- Design and development of a client server environment.
- Development of strategy for client server systems and the design infrastructure necessary to support that strategy.
- Advising on the selection of technological purchases with regards to processing, data storage, data access, and applications development.
- Establishment of standards for the client server relational database structure for the organization, such as SQL, ORACLE, SYBASE, etc.
- Advising on the feasibility of potential future projects to management.
- Integrating enterprise-wide networks including the planning, design, installation maintenance, management, and coordination of the corporate LAN/WAN, which could include local, metropolitan, and wide area networks.
- Monitoring the technical architecture and of design change recommendations related to LAN/WAN.
- Monitoring network security procedures and policies.
- Analyzing local and wide area network systems, including planning, designing, evaluating, selecting operating systems and protocol suites and configuring communication media with switches, bridges, routers and other devices.
- Resolving interoperability problems to obtain operations across all platforms including e-mail, files transfer, multimedia, teleconferencing, etc.
- Supporting the acquisition of hardware and software as well as subcontractor services as needed.
- Configuring systems to user environments.

### 16.4 Network Administration

Day-to-day server operation, network planning, and user policy development. MCCALLIE ASSOCIATES, INC. will provide technical services to provide administration and management of local area networks (LANs) and wide area networks (WANs). Services could include local and/or remote systems and network monitoring or management problem identification and resolution, workload management proactive re-routing of traffic, event driven threshold violation and alert tracking, statistical analysis of network faults and performance, and backup capability of your networks. Services include:

- Designing, creating, maintaining all Internet and/or World Wide Web products and activities.
- Working with customers to develop strategies to support requirements.
- Advising users on access to various remote sites.
- Overseeing the direction and maintenance of Internet security.
- Monitoring and controlling computers in a LAN environment.
- Determining equipment settings and operating instructions, and maintaining operating records.
- Identifying problem sources concerning system operations.
- Communicating with system users to identify, explain, and resolve problems.
- Performing all procedures necessary to ensure the safety of the website, and transactions across the Internet.
- Applying Internet firewall technologies to maintain security.
- Ensuring the user community understands and adheres to necessary procedures to maintain security.
- Acquiring, installing, local area networks.

- Studying vendor products to determine those which best meet customer needs and assists in presentation of information to management resulting in purchase and installation of hardware, software, and network equipment.

#### 16.5 Consulting Services

General Information Technology Consulting Services, to include:

- Performing systems process analysis, design, and simulation.
- Analyzing customer's business systems and industry requirements.
- Focusing on process analysis and re-engineering, with an understanding of technical problems and solutions as they relate to the current and future business environment.
- Creating process change by integrating new processes with existing ones, and communicating these changes to impacted business systems teams.
- Recommending and facilitating quality improvement efforts.
- Providing expert support to user groups. Working with user groups to solve business problems with available technology including advise, hardware, software, databases, and peripherals.
- Studying and analyzing systems needs, systems development, and systems process analysis, design and re-engineering.

#### 16.6 Database Support

Database administration, design and programming. Database engineers develop strategies and plans for implementing distributed database solutions using Microsoft and other products and applications. Objectives of the database services are designing solutions in support of collaborative applications, replication strategies, and data security, integrity, availability, and administration. Services include:

- Designing, creating, and maintaining databases in a client server environment with respect to access methods, access time, validation checks, and statistical methods.
- Maintaining quality control and auditing of databases in a client server environment to ensure accurate and appropriate use of data.
- Working with the customer to develop database strategies to support customer requirements.
- Consulting and advising users on access to various client server databases.
- Working with users to resolve data conflicts and inappropriate data usage.
- Directing the maintenance and use of the corporate data dictionary.
- Writing and maintaining systems and programs.
- Maintaining database dictionaries and integrating systems through client server database design.
- Ensuring the safety of information systems assets, and protecting systems from intentional or inadvertent access or destruction.
- Interfacing with user community to understand their security needs and implementing procedures to accommodate them.
- Ensuring that user community understands and adheres to necessary procedures to maintain security.
- Conducting accurate evaluation of the level of security required.
- Identifying opportunities for effectively satisfying corporate information needs through automation.
- Designing, developing and implementing database applications to accommodate a variety of user needs.
- Analyzing and determining informational needs and elements, data relationships and attributes, proposed manipulation, data flow and storage requirements and data output and reporting capabilities.
- Defining logical attributes and inter-relationships, and designing data structures to accommodate database production, storage, McCallie Associates, Incontinence and accessibility.

- Testing designed applications utilizing database management software or general programming software.
- Installing, implementing, and supporting systems within the user base.
- Performing system level database McCallie Associates, Incontinence.
- Reviewing and prioritizing database needs, and analyzing project costs and feasibility.
- Developing database design standards and methodology consistent with technical requirements.
- Reviewing recommendations for database improvement.

#### 16.7 Program Management

Manage and control Government programs. Project management services provide a path to successful planning and implementation of applications and enterprise products such as Microsoft and others resulting in improved information sharing and workflow management. MCCALLIE ASSOCIATES, INC. will produce an overall implementation plan to manage costs, preserve schedules, and meet technological, operational, and business requirements. In the implementation of the plan, products and applications are used to provide a collaborative project management and implementation environment. Services include:

- Providing overall management of government programs of varying sizes and levels of risk, including fixed-price contracts.
- Ensuring that all required resources such as engineering, manpower, production, computer time, facilities, etc., are available to the program.
- Planning, directing and monitoring program budget and services as primary customer contact for program information.
- Serving as primary customer contact.
- Overseeing program budget and schedules.

#### Additional Terms and Condition

a. The Government's order shall contain a detailed description of the specific effort, the duration of service, the location of performance (Government or MCCALLIE ASSOCIATES, INC. site), security requirements, and the requested dates of performance.

b. For MCCALLIE ASSOCIATES, INC. employees classified as "exempt," all hours in excess of 40 hours per week will be charged at the hourly rate.

c. For MCCALLIE ASSOCIATES, INC. employees classified as "non-exempt," all hours in excess of 40 hours per week will be charged at the basic rate plus 50 percent.

d. Should MCCALLIE ASSOCIATES, INC. personnel performing hereunder become unavailable for continuing performance; MCCALLIE ASSOCIATES, INC. will provide a suitable substitute. Performance will be subject to time off for vacation, in accordance with MCCALLIE ASSOCIATES, INC. policy, on a mutually agreeable schedule, and to time off for sick leave and Government holidays.

e. MCCALLIE ASSOCIATES, INC. offers two rates for each professional category:

(1) MCCALLIE ASSOCIATES, INC. Site rates apply whenever any personnel, whose permanent duty station is an MCCALLIE ASSOCIATES, INC. facility, are required for performance under the order.

(2) Government Site rates apply only when services for each individual are fully funded for 6 months or longer and the Government provide facilities in accordance with paragraph h, below. Should the funding or term be decreased below 6 months, then all rates will retroactively revert to MCCALLIE ASSOCIATES, INC. Site rates for the entire ordered period.

f. The rates listed in SIN 132-51 are for tasks of a "general" nature, which is defined as a level of best effort by a competent individual in accordance with MCCALLIE ASSOCIATES, INC. job classifications corresponding to the indicated support category. Services will be performed during the hours of 8:00 a.m. to 5:00 p.m. local time, Monday through Friday (with one hour for lunch), excluding Government holidays. Services outside of this time frame are available subject to mutually agreeable surcharges.

g. Travel time and expenses to include G&A will be billed according to the Federal Travel Regulations, or the Joint Travel Regulations, whichever is applicable. All requested travel between Government sites will be chargeable.

h. If the Government requires on-site support, MCCALLIE ASSOCIATES, INC. will provide such support provided that work facilities made available to MCCALLIE ASSOCIATES, INC. personnel are at least equal to the facilities that the Government provides to its own personnel of comparable experience, expertise, ability, and position or status that are performing similar work. These facilities include all of the equipment necessary to make employees productive and the work environment safe.

h. Service is subject to the availability of qualified personnel. Contact MCCALLIE ASSOCIATES, INC. for assistance.

## Government Site Hourly Rates

| Position Number | Position Title                                | Government Site Hourly Rates |        |        |        |        |
|-----------------|---|------------------------------|--------|--------|--------|--------|
|                 |   | FY2010                       | FY2011 | FY2012 | FY2013 | FY2014 |
| G001            | Help Desk Coordinator                         | 52.93                        | 53.46  | 53.99  | 54.53  | 55.08  |
| G002            | Help Desk Coordinator - Senior                | 69.22                        | 69.91  | 70.61  | 71.32  | 72.03  |
| G003            | Help Desk Manager                             | 82.27                        | 83.09  | 83.92  | 84.76  | 85.61  |
| G004            | Network Support Technician                    | 58.66                        | 59.25  | 59.84  | 60.44  | 61.04  |
| G005            | Network Support Technician - Senior           | 73.31                        | 74.04  | 74.78  | 75.53  | 76.29  |
| G006            | Network Support Manager                       | 94.46                        | 95.40  | 96.35  | 97.31  | 98.28  |
| G007            | Network Systems Engineer                      | 70.86                        | 71.57  | 72.29  | 73.01  | 73.74  |
| G008            | Network Systems Engineer - Senior             | 83.05                        | 83.88  | 84.72  | 85.57  | 86.43  |
| G009            | Network Systems Engineer Supervisor / Manager | 90.39                        | 91.29  | 92.20  | 93.12  | 94.05  |
| G010            | Internet Administrator                        | 78.18                        | 78.96  | 79.75  | 80.55  | 81.36  |
| G011            | Network Security Officer                      | 80.61                        | 81.42  | 82.23  | 83.05  | 83.88  |
| G012            | LAN Administrator                             | 64.32                        | 64.96  | 65.61  | 66.27  | 66.93  |
| G014            | Information Services Consultant               | 108.28                       | 109.36 | 110.45 | 111.55 | 112.67 |
| G015            | Database Administrator                        | 87.96                        | 88.84  | 89.73  | 90.63  | 91.54  |
| G016            | Database Design Engineer                      | 74.11                        | 74.85  | 75.60  | 76.36  | 77.12  |
| G017            | Database Design Engineer - Senior             | 85.52                        | 86.38  | 87.24  | 88.11  | 88.99  |
| G018            | Database Design Engineer Supervisor / Manager | 95.27                        | 96.22  | 97.18  | 98.15  | 99.13  |
| G020            | Senior Systems Engineer                       | 112.76                       | 113.89 | 115.03 | 116.18 | 117.34 |
| G021            | Senior Research Consultant                    | 117.46                       | 118.63 | 119.82 | 121.02 | 122.23 |
| G022            | Quality Assurance Control Director            | 106.51                       | 107.58 | 108.66 | 109.75 | 110.85 |
| G023            | Administration & Presentation Technician      | 65.77                        | 66.43  | 67.09  | 67.76  | 68.44  |
| G024            | Librarian & Document Control Master           | 46.99                        | 47.46  | 47.93  | 48.41  | 48.89  |
| G025            | Multimedia Artist / Web Master                | 62.65                        | 63.28  | 63.91  | 64.55  | 65.20  |
| G027            | Office Technologist                           | 53.24                        | 53.77  | 54.31  | 54.85  | 55.40  |
| G028            | Office Administrator                          | 43.87                        | 44.31  | 44.75  | 45.20  | 45.65  |
| G029            | Senior Office Administrator                   | 51.68                        | 52.20  | 52.72  | 53.25  | 53.78  |
| G030            | Security Administrator                        | 54.82                        | 55.37  | 55.92  | 56.48  | 57.04  |
| G031            | Configuration & Data Manager                  | 84.58                        | 85.43  | 86.28  | 87.14  | 88.01  |
| G032            | Hardware Maintenance Technician               | 54.82                        | 55.37  | 55.92  | 56.48  | 57.04  |
| G033            | Communications/Data System Operator           | 54.82                        | 55.37  | 55.92  | 56.48  | 57.04  |
| G034            | Quality Assurance and Control Administrator   | 54.82                        | 55.37  | 55.92  | 56.48  | 57.04  |
| G035            | Information Systems Programmer Jr.            | 54.82                        | 55.37  | 55.92  | 56.48  | 57.04  |
| G036            | Information Systems Programmer Sr.            | 62.65                        | 63.28  | 63.91  | 64.55  | 65.20  |
| G037            | Information Systems Analyst Jr.               | 51.68                        | 52.20  | 52.72  | 53.25  | 53.78  |
| G038            | Information Systems Analyst Sr.               | 62.65                        | 63.28  | 63.91  | 64.55  | 65.20  |
| G039            | Information Systems Architecture Analyst      | 70.49                        | 71.19  | 71.90  | 72.62  | 73.35  |
| G040            | Systems Engineer Jr.                          | 86.11                        | 86.97  | 87.84  | 88.72  | 89.61  |
| G041            | Simulation Data Analyst                       | 86.11                        | 86.97  | 87.84  | 88.72  | 89.61  |
| G042            | Field Service Representative                  | 106.51                       | 107.58 | 108.66 | 109.75 | 110.85 |
| G043            | Systems Engineer mid-level                    | 101.80                       | 102.82 | 103.85 | 104.89 | 105.94 |

**Note:** The following labor categories are incidental to any awarded task order and may be used in support of IT labor categories listed in the Schedule 70 Contract:

- G023 Administration and Presentation Technician
- G024 Librarian and Document Control Master
- G028 Office Administrator
- G034 Quality Assurance and Control Administrator.

## McCallie Site Hourly Rates

| Position Number | Position Title                                | McCallie Site Hourly Rates |        |        |        |        |
|-----------------|---|----------------------------|--------|--------|--------|--------|
|                 |   | FY2010                     | FY2011 | FY2012 | FY2013 | FY2014 |
| M001            | Help Desk Coordinator                         | 66.12                      | 66.78  | 67.45  | 68.12  | 68.80  |
| M002            | Help Desk Coordinator - Senior                | 86.46                      | 87.32  | 88.19  | 89.07  | 89.96  |
| M003            | Help Desk Manager                             | 102.74                     | 103.77 | 104.81 | 105.86 | 106.92 |
| M004            | Network Support Technician                    | 73.24                      | 73.97  | 74.71  | 75.46  | 76.21  |
| M005            | Network Support Technician - Senior           | 91.56                      | 92.48  | 93.40  | 94.33  | 95.27  |
| M006            | Network Support Manager                       | 118.02                     | 119.20 | 120.39 | 121.59 | 122.81 |
| M007            | Network Systems Engineer                      | 88.50                      | 89.39  | 90.28  | 91.18  | 92.09  |
| M008            | Network Systems Engineer - Senior             | 103.77                     | 104.81 | 105.86 | 106.92 | 107.99 |
| M009            | Network Systems Engineer Supervisor / Manager | 112.93                     | 114.06 | 115.20 | 116.35 | 117.51 |
| M010            | Internet Administrator                        | 97.68                      | 98.66  | 99.65  | 100.65 | 101.66 |
| M011            | Network Security Officer                      | 100.70                     | 101.71 | 102.73 | 103.76 | 104.80 |
| M012            | LAN Administrator                             | 80.37                      | 81.17  | 81.98  | 82.80  | 83.63  |
| M014            | Information Services Consultant               | 135.29                     | 136.64 | 138.01 | 139.39 | 140.78 |
| M015            | Database Administrator                        | 109.89                     | 110.99 | 112.10 | 113.22 | 114.35 |
| M016            | Database Design Engineer                      | 92.57                      | 93.50  | 94.44  | 95.38  | 96.33  |
| M017            | Database Design Engineer - Senior             | 106.80                     | 107.87 | 108.95 | 110.04 | 111.14 |
| M018            | Database Design Engineer Supervisor / Manager | 119.02                     | 120.21 | 121.41 | 122.62 | 123.85 |
| M020            | Senior Systems Engineer                       | 140.86                     | 142.27 | 143.69 | 145.13 | 146.58 |
| M021            | Senior Research Consultant                    | 146.73                     | 148.20 | 149.68 | 151.18 | 152.69 |
| M022            | Quality Assurance Control Director            | 133.04                     | 134.37 | 135.71 | 137.07 | 138.44 |
| M023            | Administration & Presentation Technician      | 82.17                      | 82.99  | 83.82  | 84.66  | 85.51  |
| M024            | Librarian & Document Control Master           | 58.70                      | 59.29  | 59.88  | 60.48  | 61.08  |
| M025            | Multimedia Artist / Web Master                | 78.24                      | 79.02  | 79.81  | 80.61  | 81.42  |
| M027            | Office Technologist                           | 66.53                      | 67.20  | 67.87  | 68.55  | 69.24  |
| M028            | Office Administrator                          | 54.78                      | 55.33  | 55.88  | 56.44  | 57.00  |
| M029            | Senior Office Administrator                   | 64.58                      | 65.23  | 65.88  | 66.54  | 67.21  |
| M030            | Security Administrator                        | 68.46                      | 69.14  | 69.83  | 70.53  | 71.24  |
| M031            | Configuration & Data Manager                  | 105.66                     | 106.72 | 107.79 | 108.87 | 109.96 |
| M032            | Hardware Maintenance Technician               | 68.46                      | 69.14  | 69.83  | 70.53  | 71.24  |
| M033            | Communications/Data System Operator           | 68.46                      | 69.14  | 69.83  | 70.53  | 71.24  |
| M034            | Quality Assurance and Control Administrator   | 68.46                      | 69.14  | 69.83  | 70.53  | 71.24  |
| M035            | Information Systems Programmer Jr.            | 68.46                      | 69.14  | 69.83  | 70.53  | 71.24  |
| M036            | Information Systems Programmer Sr.            | 78.24                      | 79.02  | 79.81  | 80.61  | 81.42  |
| M037            | Information Systems Analyst Jr.               | 64.58                      | 65.23  | 65.88  | 66.54  | 67.21  |
| M038            | Information Systems Analyst Sr.               | 78.24                      | 79.02  | 79.81  | 80.61  | 81.42  |
| M039            | Information Systems Architecture Analyst      | 88.04                      | 88.92  | 89.81  | 90.71  | 91.62  |
| M040            | Systems Engineer Jr.                          | 107.61                     | 108.69 | 109.78 | 110.88 | 111.99 |
| M041            | Simulation Data Analyst                       | 107.61                     | 108.69 | 109.78 | 110.88 | 111.99 |
| M042            | Field Service Representative                  | 133.04                     | 134.37 | 135.71 | 137.07 | 138.44 |
| M043            | Systems Engineer mid-level                    | 127.17                     | 128.44 | 129.72 | 131.02 | 132.33 |

**Note:** The following labor categories are incidental to any awarded task order and may be used in support of IT labor categories listed in the Schedule 70 Contract:

- M023 Administration and Presentation Technician
- M024 Librarian and Document Control Master
- M028 Office Administrator
- M034 Quality Assurance and Control Administrator.

## Commercial Hourly Rates

| Position<br>Number | Position<br>Title                             | Commercial Hourly Rates |        |        |        |        |
|--------------------|---|-------------------------|--------|--------|--------|--------|
|                    |   | FY2010                  | FY2011 | FY2012 | FY2013 | FY2014 |
| C001               | Help Desk Coordinator                         | 103.42                  | 104.45 | 105.49 | 106.54 | 107.61 |
| C002               | Help Desk Coordinator - Senior                | 127.74                  | 129.02 | 130.31 | 131.61 | 132.93 |
| C003               | Help Desk Manager                             | 146.00                  | 147.46 | 148.93 | 150.42 | 151.92 |
| C004               | Network Support Technician                    | 115.58                  | 116.74 | 117.91 | 119.09 | 120.28 |
| C005               | Network Support Technician - Senior           | 127.74                  | 129.02 | 130.31 | 131.61 | 132.93 |
| C006               | Network Support Manager                       | 170.33                  | 172.03 | 173.75 | 175.49 | 177.24 |
| C007               | Network Systems Engineer                      | 146.00                  | 147.46 | 148.93 | 150.42 | 151.92 |
| C008               | Network Systems Engineer - Senior             | 170.33                  | 172.03 | 173.75 | 175.49 | 177.24 |
| C009               | Network Systems Engineer Supervisor / Manager | 170.33                  | 172.03 | 173.75 | 175.49 | 177.24 |
| C010               | Internet Administrator                        | 127.74                  | 129.02 | 130.31 | 131.61 | 132.93 |
| C011               | Network Security Officer                      | 127.74                  | 129.02 | 130.31 | 131.61 | 132.93 |
| C012               | LAN Administrator                             | 115.58                  | 116.74 | 117.91 | 119.09 | 120.28 |
| C014               | Information Services Consultant               | 194.67                  | 196.62 | 198.59 | 200.58 | 202.59 |
| C015               | Database Administrator                        | 182.50                  | 184.33 | 186.17 | 188.03 | 189.91 |
| C016               | Database Design Engineer                      | 146.00                  | 147.46 | 148.93 | 150.42 | 151.92 |
| C017               | Database Design Engineer - Senior             | 182.50                  | 184.33 | 186.17 | 188.03 | 189.91 |
| C018               | Database Design Engineer Supervisor / Manager | 182.50                  | 184.33 | 186.17 | 188.03 | 189.91 |
| C020               | Senior Systems Engineer                       | 219.00                  | 221.19 | 223.40 | 225.63 | 227.89 |
| C021               | Senior Research Consultant                    | 225.08                  | 227.33 | 229.60 | 231.90 | 234.22 |
| C022               | Quality Assurance Control Director            | 194.67                  | 196.62 | 198.59 | 200.58 | 202.59 |
| C023               | Administration & Presentation Technician      | 121.67                  | 122.89 | 124.12 | 125.36 | 126.61 |
| C024               | Librarian & Document Control Master           | 97.33                   | 98.30  | 99.28  | 100.27 | 101.27 |
| C025               | Multimedia Artist / Web Master                | 115.58                  | 116.74 | 117.91 | 119.09 | 120.28 |
| C027               | Office Technologist                           | 103.42                  | 104.45 | 105.49 | 106.54 | 107.61 |
| C028               | Office Administrator                          | 91.24                   | 92.15  | 93.07  | 94.00  | 94.94  |
| C029               | Senior Office Administrator                   | 103.42                  | 104.45 | 105.49 | 106.54 | 107.61 |
| C030               | Security Administrator                        | 103.42                  | 104.45 | 105.49 | 106.54 | 107.61 |
| C031               | Configuration & Data Manager                  | 146.00                  | 147.46 | 148.93 | 150.42 | 151.92 |
| C032               | Hardware Maintenance Technician               | 103.42                  | 104.45 | 105.49 | 106.54 | 107.61 |
| C033               | Communications/Data System Operator           | 103.42                  | 104.45 | 105.49 | 106.54 | 107.61 |
| C034               | Quality Assurance and Control Administrator   | 103.42                  | 104.45 | 105.49 | 106.54 | 107.61 |
| C035               | Information Systems Programmer Jr.            | 103.42                  | 104.45 | 105.49 | 106.54 | 107.61 |
| C036               | Information Systems Programmer Sr.            | 115.58                  | 116.74 | 117.91 | 119.09 | 120.28 |
| C037               | Information Systems Analyst Jr.               | 103.42                  | 104.45 | 105.49 | 106.54 | 107.61 |
| C038               | Information Systems Analyst Sr.               | 115.58                  | 116.74 | 117.91 | 119.09 | 120.28 |
| C039               | Information Systems Architecture Analyst      | 146.00                  | 147.46 | 148.93 | 150.42 | 151.92 |
| C040               | Systems Engineer Jr.                          | 182.50                  | 184.33 | 186.17 | 188.03 | 189.91 |
| C041               | Simulation Data Analyst                       | 182.50                  | 184.33 | 186.17 | 188.03 | 189.91 |
| C042               | Field Service Representative                  | 194.67                  | 196.62 | 198.59 | 200.58 | 202.59 |
| C043               | Systems Engineer mid-level                    | 182.50                  | 184.33 | 186.17 | 188.03 | 189.91 |

**Note:** The following labor categories are incidental to any awarded task order and may be used in support of IT labor categories listed in the Schedule 70 Contract:

- C023 Administration and Presentation Technician
- C024 Librarian and Document Control Master
- C028 Office Administrator
- C034 Quality Assurance and Control Administrator.

## Labor Category Descriptions

CLIN: 001 TITLE: Help Desk Coordinator

Under general direction of the Help Desk Manager, responsible for ensuring the timely process through which problems are controlled. Includes problem recognition, research, isolation, resolution and follow-up steps. Is experienced and understands MIS and Client/Server environment. Capable of resolving less complex problems immediately, while more complex problems are elevated to second level support or supervisor. Will use problem management database and help desk system. Capable of providing guidance/training for less experienced personnel.

CLIN: 002 TITLE: Help Desk Coordinator Senior

With little direction, provides second level support to end users for either PC and server applications or hardware. Handles problems that first level of help desk support is unable to resolve. May interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Maintains currency and highest level of technical skill in field of expertise.

CLIN: 003 TITLE: Help Desk Manager

Responsible for the help desk staff and activities associated with the identification, prioritization, and resolution of reported problems. Ensures that all phases of help desk support are properly coordinated, monitored, logged, tracked and resolved appropriately. May maintain responsibility for development, and integrity of help desk tracking software. Assigns personnel to various operations and directs their activities; reviews and evaluates their work and prepares performance reports.

CLIN: 004 TITLE: Network Support Technician

Responds to network client hardware and software problems utilizing hardware and software testing tools and techniques. May interface with vendor support service groups to ensure proper escalation during outages or periods of degraded system performance. Performs installation of clients and associated hardware.

CLIN: 005 TITLE: Network Support Technician - Senior

Assists higher level Network Support Technicians in the testing and analysis of all elements of the network facilities, including power, network communications equipment, software, lines, modems and workstations. Monitors systems and advises higher-level technicians or supervisors of network status. Alerts supervisor and more experienced technicians of network failures or degradation and assists in performing corrective action.

CLIN: 006 TITLE: Network Support Manager

Responsible for managing the activities of one or more Network Support Technicians to monitor all activities of the network facilities. Arranges for necessary corrective actions to ensure high quality transmission on the network. Directs testing and analysis of all elements of the network facilities, including software, power, network communications equipment, and workstations. Could act as the Program Manager, if required.

CLIN: 007 TITLE: Network Systems Engineer

Analyzes local and wide area network systems, including planning, designing, evaluating, and selecting operating systems and protocol suites, as well as configuring communication media with concentrators, bridges and other devices. Resolves interoperability problems to obtain operations across all platforms including e-mail, files transfer, multimedia, teleconferencing, etc. Configures systems to user environments. Supports acquisition of hardware and software as well as subcontractor services as needed.

CLIN: 008 TITLE: Network Systems Engineer - Senior

Analyzes complex local and wide area network systems, including planning, designing, evaluating, and selecting operating systems and protocol suites, as well as configuring communication media with concentrators, bridges and other devices. Resolves difficult interoperability problems to obtain operations across all platforms including e-mail, files transfer, multimedia, teleconferencing, etc. Configures systems to user environments. Supports acquisition of hardware and software as well as subcontractor services as needed. May act as a technical project leader or provide work leadership for lower level employees. Does not include those with full supervisory responsibilities.

CLIN: 009 TITLE: Network Systems Engineer Supervisor/Manager

Responsible for the direct supervision of one or more Network Systems Engineers. Reviews and prioritizes network needs and analyzes project costs and feasibility. Develops network systems analysis standards and methodology consistent with technical requirements. Schedules staff to obtain proper response in a timely manner. Reviews recommendations for network improvement. Responsible for the employment, training and discipline of assigned employees. This is the first level of supervision/management of the network systems engineering function. Does not include working leads and those with other supervisors/managers reporting to them.

CLIN: 010 TITLE: Internet Administrator

Participates in the design, creation and maintenance of all Internet and/or World Wide Web products and activities. Works with management to develop strategies to support company needs. Advises users on access to various company sites. May also oversee the direction and maintenance of Internet security.

CLIN: 011 TITLE: Network Security Officer

With little supervision, performs all procedures necessary to ensure the safety of the organization's network and transactions across the Internet. Applies Internet firewall technologies to security, ensures that the user community understands and adheres to necessary procedures to maintain security.

CLIN: 012 TITLE: LAN Administrator

Responsible for the acquisition, installation, maintenance and usage of the organization's local area network. Studies vendor products to determine those which best meet company needs and assists in presentation of information to management resulting in purchase and installation of hardware, software, and telecommunication equipment. Trains users on LAN operation.

CLIN: 014 TITLE: Information Services Consultant

Third level technical expert supporting unlimited end user groups. Works with user groups to solve business problems with available technology including advise, hardware, software, and peripherals. Possesses a high level of diverse technical experience related to studying and analyzing systems needs, systems development, and systems process analysis, design and re-engineering. Has skills and experience related to business management, systems engineering, operations research, and management engineering, including activity, data, and cost analysis. Typically has specialization in particular software or business application utilized in an end user environment. Maintains currency of technological developments and applications.

CLIN: 015 TITLE: Database Administrator

Responsible for quality control and auditing of databases to ensure accurate and appropriate use of data. Works with management to develop database strategies to support company's needs. Interfaces with and advises users of the various databases. Works directly with users of data to resolve data conflicts and inappropriate data usage. Identifies opportunities for effectively satisfying corporate information needs through automation. Direct the maintenance and use of the corporate data dictionary.

CLIN: 016 TITLE: Database Design Engineer

Designs, develops and implements database applications to accommodate a variety of user needs. Analyzes and determines informational needs and elements, data relationships and attributes, proposed manipulation, data flow and storage requirements and data output and reporting capabilities. Defines logical attributes and inter-relationships and designs data structures to accommodate database production, storage, maintenance and accessibility. Tests designed applications utilizing database management software or general programming software. Installs, implements and support systems within the user base. Performs system level database maintenance

CLIN: 017 TITLE: Database Design Engineer - Senior

Designs, develops and implements moderately complex database applications to accommodate a variety of user needs. Analyzes and determines informational needs and elements, data relationships and attributes, proposed manipulation, data flow and storage requirements and data output and reporting capabilities. Defines logical attributes and inter-relationships and designs data structures to accommodate database production, storage, maintenance and accessibility. Tests designed applications utilizing database management software or general programming software. Installs, implements and supports systems within the user base. Performs system level maintenance.

CLIN: 018 TITLE: Database Design Engineer Supervisor/Manager

Responsible for the direct supervision of the database design engineering staff. Reviews and prioritizes database needs and analyzes project costs and feasibility. Develops database design standards and methodology consistent with technical requirements. Schedules staff to obtain proper response in a timely manner. Reviews recommendations for database improvement. Responsible for the employment, training and discipline of assigned employees. First level supervisor/manager of the database design engineering function. Depending on size of organization, title could be Manager or Director. Does not include working leads and those with other supervisors/managers reporting to them.

CLIN: 020 TITLE: Senior Systems Engineer

Leads a technical team on projects of a complex nature. Instructs, directs and checks the work of the other team members. Responsible for quality assurance review of the project and the evaluation and documentation of team procedures. Has full technical knowledge of all necessary phases of the project. May not have formal supervisory responsibilities but does provide input for team member performance reviews. Accountable to the Program Manager for results. May work cooperatively with other team leaders assigned to the same program.

CLIN: 021 TITLE: Senior Research Consultant

Responsible for all systems analysis and planning activities, managing two or more of the following families of technical teams: communication, computer, command and control systems, or applications systems analysis and programming, information systems training, or database implementation and management. Reviews developmental project requests and coordinate schedules and related departmental support activity. Provides overall direction and guidance to assigned project managers. Reviews and evaluates work of subordinate staff and prepares performance reports. Prepares activity and progress reports regarding all studies, analysis and deliverables. Responsible for the direct supervision of the Systems Engineers and Analyst staff. Reviews and prioritizes user needs and analyzes project cost and feasibility. Develops project analysis standards and methodology consistent with technical requirements. Schedules project personnel and supporting activities to obtain proper response in a timely manner. Reviews recommendations for project improvements. Responsible for the employment training, mentorship assignments, and discipline of assigned associates. This is the first level of formalized supervisory/management of the engineering discipline function; title may be Supervisor or Manger depending on size of project or department.

CLIN: 022 TITLE: Quality Assurance Control Director

Responsible for the effective development and implementation of programs to ensure that all information technology products and services meet company standards and end-user requirements. Administers the change control process to achieve zero defect project deliveries. Ensures appropriate product development processes are tailored, implemented and tested prior to customer exposure. Administers the project problem management process including monitoring and reporting on problem resolution. Makes recommendations regarding the acquisition and/or implementation of supporting tools to automate and increase information services efficiency. Provides integrated product teams with the expertise to monitor and collect performance data. Analyzes the performance trends for upstream improvement to products and processes that result in lasting improvements to the Customer's environment and contract performance.

CLIN: 023 TITLE: Administration and Presentation Technician

Under general supervision, prepares and/or maintains documentation and presentation materials of record for customers and projects. This includes the expert use of multimedia systems and graphic/document production operations. Maintains current and archival documentation and media libraries used to create high quality documentation and briefings. Responsible for graphics design and use, as well as setup and operation of computer graphic systems for business communications. Executes graphic projects and assists in coordination of all graphic production scheduling; coordinates production support with outside vendors, as needed. Ensures that graphic projects are completed on time, within budget and to user's satisfaction. Interfaces with users to determine scope of project and best graphic medium. Trains other personnel in proper use of computer graphic equipment. Troubleshoots computer equipment problems and performs minor preventative maintenance. Responsible for editorial and format content of technical documentation. Checks author's document for spelling, grammar and format problems. Accuracy of content may fall under this job, depending on the expertise level of the editor. Ensures that documents follow the style laid out in the company's or customer's style guide with the goal of establishing a higher caliber of documentation quality. May also be responsible for maintaining the style guide; suggests revisions to the style guide as appropriate.

CLIN: 024 TITLE: Librarian and Document Control Master

Under general direction, receives and reviews input and output media. Maintain and revises lists, control records and source data used in the preparation of recurring reports and records; may encode source data and lists according to prescribed code designations; performs related clerical and typing duties. Investigates and corrects problems causing incorrect input or output. Enters and maintains data dictionary information, data keywords lists, and dictionary forms. Reviews all information to be entered into the dictionary to assure adherence to standards and to ensure that all requirements are met. Maintains current library of each processing system's information recorded in the dictionary. Carries out clerical aspects of the documentation function. Develops and implements printed and online documentation. Ensures that projects meet quality standards, budgets, and deadlines. Develops, implements and enforces policies, standards and methodologies. Has understanding of technical writing and may act as editor.

CLIN: 025 TITLE: Multimedia Artist/Web Master

Participates in the plan, design, development, testing, and editing of website flow and feel. Consults with customers regarding content and Web information delivery to meet organization needs. Researches and determines solutions based upon user/customer preferences. Applies knowledge of programming techniques and computer internet systems. Provides functional guidance to users. Develops and proposes short-term strategies and creates action plans for these strategies and goals. Develops applications based on current, new and future Internet tools and strategies. Implements and maintains configuration control systems.

CLIN: 027 TITLE: Office Technologist

Responsible for the effective acquisition, installation maintenance and use of technology. Typically responsible for local area network. Studies vendor products to determine those, which best meet organization needs. Presents information to management resulting in purchase and installation of hardware/software. Confers with management to help determine specific goals and objectives. Represents the consulting bridge between technology and business needs. Resolves problems with new and existing equipment. May train end users on software and develop training manuals/programs. Analyzes, develops and maintain the software library. Provides facilitation and support for user groups in the selection and use of software/hardware systems and programs to support an integrated office technology infrastructure including computer LAN, Network-based telephony, integrated Facsimile, multimedia networks, and unified inbox capabilities including full voice and data integration. Maintains a broad knowledge of cost-effective application of state-of-the-art data processing activities; monitors new and emerging trends with developments in information technology.

CLIN: 028 TITLE: Office Administrator

Applies basic documentation and inter-personal skills and procedures appropriate for the secretarial and administrative duties of the staff support positions within an assigned program functional area. Specific duties and tasks are standardized by the office culture and will vary depending on the assignment. Resolves routine office questions and problems, and refers more complex issues to higher levels. Works under direct supervision and follows standard administrative and security procedures to accomplish assigned tasks.

CLIN: 029 TITLE: Senior Office Administrator

Applies advanced skills to this administrative coordinator and support position within an assigned program. Adapts "standard of service" procedures, processes and techniques to accomplish the requirements of the position. Administrative and support duties and tasks reflect substantial variety and complexity. Assignments are broad in nature and usually require originality and ingenuity. May serve as a resource to others in the resolution of complex problems and issues. Works under the general supervision of program management or program control. Relies on experience and judgment to plan and accomplish assigned tasks and goals. Will provide mentorship to engineering and technical staff assigned in order to improve program processes and deliverables. May orient, train, assign and check the work of lower level associates.

CLIN: 030 TITLE: Security Administrator

Responsible for some or all security matters including, personnel, information, computer, and security training depending on program requirements. Individual must demonstrate attention to detail and active security awareness dealing in accordance with government and industry directives and standards. Ensures all security matters of the program are handled in confidentiality and complete compliance. Ensures facility clearance is accredited or accreditation is maintained for required level of security as well as the clearances all assigned personnel. Controls and documents all incoming and outgoing media, including documents, tapes, CDs, etc., and maintains accountability of all media on-hand. Could act as the Automated Information System (AIS) Information Security System Representative (ISSR). May establish program procedures to ensure all media has the required markings and labeling.

CLIN: 031 TITLE: Configuration and Data Manager

Performs work in one or more specialty areas of configuration management, data management, or engineering data. Analyzes engineering change proposals and other forms of change management documentation. Monitors contractors, subcontractors, and vendors to ensure the applications of appropriate military or department standards and requirements for the statement of work are properly implemented. Designs, develops and establishes configurations and data management documentation based on program requirements. Participated in design reviews, audits, scheduling, budgeting, etc. Reviews and makes recommendation on contractor engineering data. Identifies requirements and coordinates the development and implementation of computer based configuration, data management systems and electronic data support.

CLIN: 032 TITLE: Hardware Technician

Performs general McCallie Associates, Inc. maintenance tasks by troubleshooting and repairing information systems, components, and peripheral equipment. Work may be performed throughout the organization. McCallie Associates, Inc. maintains adequate spare parts inventory of systems, subsystems, and component parts used in repair work. Prepares and presents progress reports for all work performed. Receives work direction from supervisor or Help Desk and works to complete all priorities and daily assignments.

CLIN: 033 TITLE: Communications/Data System Operator

Under general supervision, monitors and controls systems in a McCallie Associates, Inc. mainframe facility, client/server, communication, or command and control system environment in accordance with established procedures and routines. Assists in determining equipment settings and operating instructions and McCallie Associates, Inc. and maintains operating records. Has solid understanding of equipment and systems relationships in order to identify problem sources concerning systems operations. Able to communicate with other system users to identify, explain, and resolve less complex problems. May act as second-level support for help desk for certain problem resolutions. Ensures continued uninterrupted service through identification and problem resolution in

a technology environment. Possesses strong knowledge of system processing and operating procedures that enables the individual to work at the highest level of all operations. Confers with systems engineers and customers in the event errors require a change of instructions or sequence of operations.

CLIN: 034 TITLE: Quality Assurance and Quality Control Administrator

Under limited supervision, carries out procedures to ensure that all information systems products and services meet company standards and customer requirements. Thoroughly tests deliverables to ensure proper documentation, packaging, operation, and components are complete and free from defects. Documents all problems and works to resolve them; reports and manages progress on problem resolution to program management. Devises improvements to current procedures and develops models of possible future configurations. Performs workflow analysis and recommends quality improvements to eliminate classes of discovered defects upstream.

CLIN: 035 TITLE: Information Systems Programmer Jr.

Information systems may include command and control, communication, computer, or intelligence, surveillance, or reconnaissance systems. Under supervision, modifies moderately complex applications from detailed specifications. Codes, connects, tests, debugs, documents and maintains those systems. Competent to work on most phases of applications programming activities, but requires instruction and guidance in advanced phases.

CLIN: 036 TITLE: Information Systems Programmer Sr.

Information systems may include command and control, communication, computer, or intelligence, surveillance, or reconnaissance systems. Under general direction, devises or modifies procedures to solve complex technology problems considering platform environment, equipment capacity and limitations, operating systems, application languages, data, and customer requirements for time and form of desired results. Designs, codes, connects, tests, debugs, and documents applications, systems, and programs. Competent to work at the highest technical level of all phases of programming activities.

CLIN: 037 TITLE: Information Systems Analyst Jr.

Information systems may include command and control, communication, computer, or intelligence, surveillance, or reconnaissance systems. Under supervision, assists in research and fact-finding to develop or modify information systems. Assists in preparing detailed specifications from which systems will be produced. Designs, codes, connects, tests, debugs, documents and maintains those programs. Staffed by analysts who have had sufficient educational background and/or experience to qualify them to start in systems analysis and studies.

CLIN: 038 TITLE: Information Systems Analyst Sr.

Information systems may include command and control, communication, computer, or intelligence, surveillance, or reconnaissance systems. Under general direction, formulates/defines system scope and objectives. Devises or modifies procedures to solve complex, system-level problems considering technology infrastructure, operational environment, equipment capacity and limitations, operating time and form of desired result. Prepares detailed specifications from which systems will be developed. Designs, codes, connects, tests, debugs and documents those systems. Competent to work at the highest technical level of all phases of systems analysis and programming activities. May be responsible for completion of a phase of a project. Regularly provides guidance and training to analysts/programmers with less experience.

CLIN: 039 TITLE: Information Systems Architecture Analyst

Information systems may include command and control, communication, computer, or intelligence, surveillance, or reconnaissance systems. Top-level technical expert responsible for design and development of an information and communication system environment. Develops strategy of information and communication systems and designs infrastructure necessary to support the strategy. Advises on selection of technological priorities with regards to processing, transmission, data storage, data access, and applications development. Sets standards for the information and communication systems and their data infrastructure for the program or government organization. Advises of feasibility and impact potential of future projects to program and customer management.

CLIN: 040 TITLE: Systems Engineer Jr.

Company engineering representative with specialized experience in a system or customer environment required by a program and may include customer-designated critical or highly sensitive skills including experience in customer or supplier facilities. Provides the technical workforce for customer and contractor personnel to support and produce deliverables based on program requirements for products and services, support equipment and electronic equipment installations. Advises or assists in conducting regular, special and integrated system studies and analysis and research involving the operational use or employment concepts of a proposed or projected system. Prepares and conducts special reports and presentations pertinent to program products and services, field operations or other topics as requested. Plans, prepares and conducts mentorship assignments as required in support of the foregoing activities. Researches present and future communications technologies. Works closely with system users to provide direction/assistance in identification and resolution of user problems.

CLIN: 041 TITLE: Simulation Data Analyst

Under general direction, formulates/defines model, simulation, or test scope and objectives based on customer needs. Devises or modifies procedures to solve complex problems considering modeling and simulation system capacity and limitations, operating time and form of desired results. Prepares detailed specifications from which scenarios, databases, and reports will be written. Analyzes and counsels with customers on system logic difficulties and reports and provides documentation as necessary. Competent to work at the highest technical level of all phases of simulation systems, data reduction, analysis and reporting activities.

CLIN: 042 TITLE: Field Service Representative

Acts as the senior company engineering representative and team leader at critical or highly sensitive base or remote locations including customer or supplier facilities. Has full technical knowledge of all necessary phases of the project. Acts as company contact in the field with customer and contractor personnel of company requirements for products and services, support equipment and electronic equipment installations. Directs, advises or assists in conducting regular, special and integrated system analysis and engineering programs. Prepares and conducts special reports and presentations pertinent to program products and services, field operations or other applications. Plans, prepares and conducts on-the-job training as required in support of the foregoing activities. Instructs, directs and checks the work of the other team members. Responsible for quality assurance review of the project and the evaluation and documentation of team procedures. May provide work leadership for lower level employees. Provides systems-level and customer enterprise-level guidance for current and proposed investments in information technology and network facilities and/or services from the development of C4ISR research projects. Researches present and future C4ISR technologies. Works closely with system users to provide direction/assistance in identification and resolution of user problems. May supervise groups of strategic planning analysts responsible for research/technical assistance for the Customer group, provides input for team member performance reviews. Accountable to the Program Manager for results.

CLIN: 043 TITLE: Systems Engineer Mid- Level

Company engineering representative with advanced experience in one or more systems or customer environments critical to a program and may include customer-designated critical or highly sensitive skills including experience in customer or supplier facilities. In addition to the technical effort, this engineer provides a self-directed workforce for customer and contractor personnel to support and produce deliverables based on concepts and generalized direction for products and services, support equipment and electronic equipment installations. With general direction, conducts special and integrated system studies and analysis and research involving the operational use or employment concepts for a proposed or projected system. Prepares and leads special reports and presentations pertinent to program products and services, field operations or other topics as requested. Plans and manages mentorship assignments as required in support of the foregoing activities. Researches present and future communications technologies. Works closely with customer managers to provide direction/assistance in identification and resolution of user problems.

## APPENDIX A

## USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS

## PREAMBLE

MCCALLIE ASSOCIATES, INC. provides commercial products and services to the Federal Government. 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 businesses to promote and increase their participation in Federal Government contracts. To accelerate potential opportunities, please contact:

GSA Services  
Phone: 402-291-2203, Extension 150  
Fax: 402-291-8221  
E-Mail to: [gsaservices@mccallie.com](mailto:gsaservices@mccallie.com) .

## APPENDIX B

### Suggested Format for Blanket Purchase Agreement (BPA)

BEST VALUE  
BLANKET PURCHASE AGREEMENT  
FEDERAL SUPPLY SCHEDULE  
(Insert Customer Name)

In the spirit of the Federal Acquisition Streamlining Act \_\_\_\_\_ Agency \_\_\_\_\_ and McCallie Associates, Inc. (MCCALLIE ASSOCIATES, INC.) Enter into a cooperative agreement to further reduce the administrative costs of acquiring commercial items from the General Service Administration (GSA) Federal Supply Schedule Contract(s) \_\_\_\_\_.

Federal Supply Schedule contract BPA's eliminate contracting and open market costs such as: search for sources; the development of technical documents, solicitations and the evaluation of bids and offers. Teaming Arrangements are permitted with Federal Supply Schedule contractors in accordance with Federal Acquisition Regulation (FAR) Part 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 **Government that works better and costs less.**

Signatures:

\_\_\_\_\_

AGENCY

DATE

MCCALLIE ASSOCIATES, INC.

DATE

BPA NUMBER \_\_\_\_\_

(CUSTOMER NAME)

**BLANKET PURCHASE AGREEMENT**

Pursuant to GSA Federal Supply Contract Number \_\_\_\_\_, Blanket Purchase Agreements, McCallie Associates, Inc. (MCCALLIE ASSOCIATES, INC.) agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY with \_\_\_\_\_ (Ordering Agency):

(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):

PROFESSIONAL SERVICES

\*SPECIAL BPA DISCOUNT / PRICE

\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

(2) Delivery:

DESTINATION

DELIVERY SCHEDULE/DATES

\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

(3) The Government 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 may be placed against this BPA via 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) Professional Services ordered;

(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 system; provided, that the invoice is itemized to show the information); and

(h) Start of performance.

(9) The requirements of a proper invoice are as 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 MCCALLIE ASSOCIATES, INC.'s invoice, the provisions of this BPA will take precedence.

#### APPENDIX C

### **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 customer agency 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 identified their requirements.
- Federal Supply Schedule Contractors may individually meet the customers needs, or
- Federal Supply Schedule Contractors may individually submit a Schedule “Team Solution” to meet the customer's requirement.
- Customers make a best value selection.