



**GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE
INFORMATION TECHNOLOGY SCHEDULE
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY
EQUIPMENT, SOFTWARE AND SERVICES
SIN 132-51 - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES**

FPDS Code D301	IT Facility Operation and Maintenance
FPDS Code D302	IT Systems Development Services
FPDS Code D306	IT Systems Analysis Services
FPDS Code D307	Automated Information Systems Design and Integration Services
FPDS Code D308	Programming Services
FPDS Code D310	IT Backup and Security Services
FPDS Code D311	IT Data Conversion Services
FPDS Code D316	IT Network Management Services
FPDS Code D399	Other Information Technology Services, Not Elsewhere Classified

- Note 1:** All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.
- Note 2:** Offerors and Agencies are advised that the Group 70 Information Technology Schedule is not to be used as a means to procure services which properly fall under the Brooks Act. These services include, but are not limited to, architectural, engineering, mapping, cartographic production, remote sensing, geographic information systems, and related services. FAR 36.6 distinguishes between mapping services of an A/E nature and mapping services which are not connected nor incidental to the traditionally accepted A/E Services.
- Note 3:** This solicitation is not intended to solicit for the reselling of IT Professional Services, except for the provision of implementation, maintenance, integration, or training services in direct support of a product. Under such circumstances the services must be performance by the publisher or manufacturer or one of their authorized agents.

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Suite 1475
Arlington, VA 22202
Telephone Number: (703) 414-5520
Internet Web Address: www.pro-telligent.com
Contract Point of Contact: Ryan Hill, Finance Manager**

Contract Number: GS 35F 0498L
Period Covered by Contract: 07/12/11 through 07/11/16
GSA Federal Supply Service Pricelist Supplement: Current through Modification # FX-95 (Refresh 26), dated July 1, 2010, Modification A095

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

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INFORMATION FOR ORDERING ACTIVITIES APPLICABLE TO ALL SPECIAL ITEM NUMBERS

SPECIAL NOTICE TO AGENCIES: Small Business Participation

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

For orders exceeding the 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). The catalogs/pricelists, GSA Advantage!, and the Federal Supply Service Home Page (www.fss.gsa.gov) contains information on a broad array of products and services offered by small business concerns.

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

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

1. GEOGRAPHIC SCOPE OF CONTRACT: FOB Domestic and Overseas

2. CONTRACTORS ORDERING ADDRESS AND PAYMENT INFORMATION:

Orders may be placed by facsimile transmission to: **(703) 414-5539**

Orders may be mailed to: **PRO-telligent, LLC, Attn: Ryan Hill, 1225 S. Clark Street, Suite 1475, Arlington, VA 22202**

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

The following telephone number(s) can be used by ordering activities to obtain technical and/or ordering assistance: **(703) 414-5520 and/or (703) 414- 5547**

3. LIABILITY FOR INJURY OR DAMAGE

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

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

Block 9: G. Order/Modification Under Federal Schedule

Block 16: Data Universal Numbering System (DUNS) Number: 084915540

Block 30: Type of Contractor: Large Business

Block 31: Woman-Owned Small Business - No

Block 36: Contractor's Taxpayer Identification Number (TIN): 522212419

4a. CAGE Code: 1PWH2

4b. Contractor has registered with the Central Contractor Registration Database.

5. FOB: Destination

6. DELIVERY SCHEDULE

a. **TIME OF DELIVERY:** The Contractor shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below:
SPECIAL ITEM NUMBER DELIVERY TIME (Days ARO)

-
- 132-51 As agreed to per Task Order
- b. **URGENT REQUIREMENTS:** When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.
7. **DISCOUNTS:** Prices shown are NET Prices; Basic Discounts have been deducted.
- a. Prompt Payment: 2% -15 days from receipt of invoice or date of acceptance, whichever is later.
- b. Quantity: n/a
- c. Dollar Volume: n/a
- d. Government Educational Institutions are offered the same discounts as all other Government customers
- e. Other n/a
8. **TRADE AGREEMENTS ACT OF 1979 AS AMENDED:**
All items are U.S. made end products, designated country end products, Caribbean Basin country end products, Canadian end products, or Mexican end products as defined in the Trade Agreements Act of 1979, as amended.
9. **STATEMENT CONCERNING AVAILABILITY OF EXPORT PACKING:** n/a
10. **SMALL ORDER REQUIREMENTS:** The minimum dollar value of orders to be issued is \$500.00.
11. **MAXIMUM ORDER** (All dollar amounts are exclusive of any discount for prompt payment.)
- a. The Maximum Order value for the following Special Item Numbers (SINs) is \$500,000:
Special Item Number 132-51 -Information Technology (IT) Professional Services
12. **USE OF FEDERAL SUPPLY SERVICE INFORMATION TECHNOLOGY SCHEDULE CONTRACTS.**
Ordering activities shall use the ordering procedures of Federal Acquisition Regulation (FAR) 8.405 when placing an order or establishing a BPA for supplies or services. These procedures apply to all schedules.
- a. FAR 8.405-1 Ordering procedures for supplies, and services not requiring a statement of work.
- b. FAR 8.405-2 Ordering procedures for services requiring a statement of work.
13. **FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS REQUIREMENTS:**
Ordering activities acquiring products from this Schedule must comply with the provisions of the Federal Standards Program, as appropriate (reference: NIST Federal Standards Index). Inquiries to determine whether or not specific products listed herein comply with Federal Information Processing Standards (FIPS) or Federal Telecommunication Standards (FED-STDS), which are cited by ordering activities, shall be responded to promptly by the Contractor.
- 13.1 **FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPS PUBS):**
Information Technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with the applicable "FIPS Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Information concerning

their availability and applicability should be obtained from the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, Virginia 22161. FIPS PUBS include voluntary standards when these are adopted for Federal use. Individual orders for FIPS PUBS should be referred to the NTIS Sales Office, and orders for subscription service should be referred to the NTIS Subscription Officer, both at the above address, or telephone number (703) 487-4650.

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

14. CONTRACTOR TASKS / SPECIAL REQUIREMENTS(C-FSS-370) (NOV 2001)

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

legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.

15. CONTRACT ADMINISTRATION FOR ORDERING ACTIVITIES:

Any ordering activity, with respect to any one or more delivery orders placed by it under this contract, may exercise the same rights of termination as might the GSA Contracting Officer under provisions of FAR 52.212-4, paragraphs (l) Termination for the ordering activity's convenience, and (m) Termination for Cause (See C.1.)

16. GSA ADVANTAGE!

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

- a. Manufacturer;
- b. Manufacturer's Part Number; and
- c. Product categories.

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

17. PURCHASE OF OPEN MARKET ITEMS

NOTE: Open Market Items are also known as incidental items, non contract items, non-Schedule items, and items not on a Federal Supply Schedule contract.

For administrative convenience, an ordering activity contracting officer may add items not on the Federal Supply Multiple Award Schedule (MAS) -- referred to as open market items -- to a Federal Supply Schedule blanket purchase agreement (BPA) or an individual task or delivery order, **only if-**

- a. All applicable acquisition regulations pertaining to the purchase of the items not on the Federal Supply Schedule have been followed (e.g., publicizing (Part 5), competition requirements (Part 6), acquisition of commercial items (Part 12), contracting methods (Parts 13, 14, and 15), and small business programs (Part 19));
- b. The ordering activity contracting officer has determined the price for the items not on the Federal Supply Schedule is fair and reasonable;
- c. The items are clearly labeled on the order as items not on the Federal Supply Schedule; and
- d. All clauses applicable to items not on the Federal Supply Schedule are included in the order.

18. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS

a. For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:

- (1) Time of delivery/installation quotations for individual orders;
- (2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/ service/software package submitted in response to requirements, which result in orders under this schedule contract.
- (3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.

b. The above is not intended to encompass items not currently covered by the GSA Schedule contract.

19. OVERSEAS ACTIVITIES

The terms and conditions of this contract shall apply to all orders for installation, maintenance and repair of equipment in areas listed in the pricelist outside the 48 contiguous states and the District of Columbia, except as indicated below:

Upon request of the Contractor, the ordering activity may provide the Contractor with logistics support, as available, in accordance with all applicable ordering activity regulations. Such ordering activity support will be provided on a reimbursable basis, and will only be provided to the Contractor's technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this contract.

20. BLANKET PURCHASE AGREEMENTS (BPAs)

Federal Acquisition Regulation (FAR) 13.303-1(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 13.303-2(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.

21. CONTRACTOR TEAM ARRANGEMENTS

Contractors participating in contractor team arrangements must abide by all terms and conditions of their respective contracts. This includes compliance with Clauses 552.238-74, Contractor's Reports of Sales and 552.238-76, Industrial Funding Fee, i.e., each contractor (team member) must report sales and remit the IFF for all products and services provided under its individual contract.

22. INSTALLATION, DEINSTALLATION, REINSTALLATION

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

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

23. SECTION 508 COMPLIANCE

If applicable, Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT) at the following:

www.pro-telligent.com

The EIT standard can be found at: www.Section508.gov/.

24. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES

Prime Contractors (on cost reimbursement contracts) placing orders under Federal Supply Schedules, on behalf of an ordering activity, shall follow the terms of the applicable schedule and authorization and include with each order

- a. A copy of the authorization from the ordering activity with whom the contractor has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor); and
- b. The following statement:
This order is placed under written authorization from _____ dated _____. In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.

25. INSURANCE WORK ON A GOVERNMENT INSTALLATION (JAN 1997) (FAR 52.228-5)

- a. The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.
- b. Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective
 - (1) For such period as the laws of the State in which this contract is to be performed prescribe; or
 - (2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.
- c. The Contractor shall insert the substance of this clause, including this paragraph, in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and maintain the insurance required in the Schedule or elsewhere in the contract. The Contractor shall maintain a copy of all subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.

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

1. SCOPE

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

2. PERFORMANCE INCENTIVES

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

3. ORDER

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

4. PERFORMANCE OF SERVICES

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

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

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

the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-

- (1) Cancel the stop-work order; or
 - (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.
- b. If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-
- (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
 - (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.
- c. If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.
- d. If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. INSPECTION OF SERVICES

The Inspection of Services-Fixed Price (AUG 1996) (Deviation – May 2003) 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) (Deviation – May 2003) clause at FAR 52.246-6 applies to time-and-materials and labor-hour orders placed under this contract.

7. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Deviation – May 2003) Rights in Data General, may apply.

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

9. INDEPENDENT CONTRACTOR

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

10. ORGANIZATIONAL CONFLICTS OF INTEREST

- a. Definitions.

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

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

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

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

11. INVOICES

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

12. PAYMENTS

For firm-fixed price orders, the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7(DEC 2002), Alternate I (APR 1984) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7(DEC 2002), Alternate II (DEC 2002) applies to labor-hour orders placed under this contract.

13. RESUMES

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

14. INCIDENTAL SUPPORT COSTS

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

15. APPROVAL OF SUBCONTRACTS

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

16. DESCRIPTION OF IT SERVICES AND PRICING

- a. The Contractor shall provide a description of each type of IT Service offered under Special Item Number 132-51. IT Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.
- b. Pricing for all IT Services shall be in accordance with the Contractor’s customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices.

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

EXAMPLE:

Commercial Job Title:	System Engineer
Minimum/General Experience:	Three (3) years of technical experience, which applies to systems analysis and design techniques for complex computer systems. Requires competence in all phases of systems analysis techniques, concepts and methods; also requires knowledge of available hardware, system software, input/output devices, structure and management practices.
Functional Responsibility:	Guides users in formulating requirements, advises alternative approaches, conducts feasibility studies.
Minimum Education:	Bachelor s Degree in Computer Science

**USA COMMITMENT TO PROMOTE
SMALL BUSINESS PARTICIPATION
PROCUREMENT PROGRAMS**

PREAMBLE

PRO-telligent, LLC provides commercial products and services to ordering activities. We are committed to promoting participation of small, small disadvantaged and women-owned small businesses in our contracts. We pledge to provide opportunities to the small business community through reselling opportunities, mentor-protégé programs, joint ventures, teaming arrangements, and subcontracting.

COMMITMENT

To actively seek and partner with small businesses.

To identify, qualify, mentor and develop small, small disadvantaged and women-owned small businesses by purchasing from these businesses whenever practical.

To develop and promote company policy initiatives that demonstrate our support for awarding contracts and subcontracts to small business concerns.

To undertake significant efforts to determine the potential of small, small disadvantaged and women-owned small business to supply products and services to our company.

To insure procurement opportunities are designed to permit the maximum possible participation of small, small disadvantaged, and women-owned small businesses.

To attend business opportunity workshops, minority business enterprise seminars, trade fairs, procurement conferences, etc., to identify and increase small businesses with whom to partner.

To publicize in our marketing publications our interest in meeting small businesses that may be interested in subcontracting opportunities.

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in ordering activity contracts. To accelerate potential opportunities please contact ([Ryan Hill , 703-414-5547, hillr@pro-telligent.com](mailto:hillr@pro-telligent.com)).



BEST VALUE
BLANKET PURCHASE AGREEMENT
FEDERAL SUPPLY SCHEDULE

(Insert Customer Name)

In the spirit of the Federal Acquisition Streamlining Act (ordering activity)and(Contractor) enter into a cooperative agreement to further reduce the administrative costs of acquiring commercial items from the General Services Administration (GSA) Federal Supply Schedule Contract(s)_____.

Federal Supply Schedule contract BPAs eliminate contracting and open market costs such as: search for sources; the development of technical documents, solicitations and the evaluation of offers. Teaming Arrangements are permitted with Federal Supply Schedule Contractors in accordance with Federal Acquisition Regulation (FAR) 9.6. This BPA will further decrease costs, reduce paperwork, and save time by eliminating the need for repetitive, individual purchases from the schedule contract. The end result is to create a purchasing mechanism for the ordering activity that works better and costs less.

Signatures

Ordering Activity Date

Contractor Date

BPA NUMBER _____

(CUSTOMER NAME)
BLANKET PURCHASE AGREEMENT

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

- (1) The following contract items can be ordered under this BPA. All orders placed against this BPA are subject to the terms and conditions of the contract, except as noted below:
MODEL NUMBER/PART NUMBER*SPECIAL BPA DISCOUNT/PRICE
- (2) Delivery:
DESTINATION DELIVERY SCHEDULES / DATES
- (3) The ordering activity estimates, but does not guarantee, that the volume of purchases through this agreement will be _____.
- (4) This BPA does not obligate any funds.
- (5) This BPA expires on _____ or at the end of the contract period, whichever is earlier.
- (6) The following office(s) is hereby authorized to place orders under this BPA:
OFFICE POINT OF CONTACT
- (7) Orders will be placed against this BPA via Electronic Data Interchange (EDI), FAX, or paper.
- (8) Unless otherwise agreed to, all deliveries under this BPA must be accompanied by delivery tickets or sales slips that must contain the following information as a minimum:
 - (a) Name of Contractor;
 - (b) Contract Number;
 - (c) BPA Number;
 - (d) Model Number or National Stock Number (NSN);
 - (e) Purchase Order Number;
 - (f) Date of Purchase;
 - (g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and
 - (h) Date of Shipment.
- (9) The requirements of a proper invoice are specified in the Federal Supply Schedule contract. Invoices will be submitted to the address specified within the purchase order transmission issued against this BPA.
- (10) The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of this BPA and the Contractor's invoice, the provisions of this BPA will take precedence.

BASIC GUIDELINES FOR USING CONTRACTOR TEAM ARRANGEMENTS

Federal Supply Schedule Contractors may use “Contractor Team Arrangements” (see FAR 9.6) to provide solutions when responding to a ordering activity requirements.

These Team Arrangements can be included under a Blanket Purchase Agreement (BPA). BPAs are permitted under all Federal Supply Schedule contracts.

Orders under a Team Arrangement are subject to terms and conditions or the Federal Supply Schedule Contract.

Participation in a Team Arrangement is limited to Federal Supply Schedule Contractors.

Customers should refer to FAR 9.6 for specific details on Team Arrangements.

Here is a general outline on how it works:

- The customer identifies their requirements.
- Federal Supply Schedule Contractors may individually meet the customers needs, or -
- Federal Supply Schedule Contractors may individually submit a Schedules “Team Solution” to meet the customer’s requirement.
- Customers make a best value selection.

PRO-telligent, LLC**GSA IT PROFESSIONAL SERVICES SCHEDULE POSITION DESCRIPTIONS**

Note: PRO-telligent, LLC. Educational degrees are in Computer Science or Engineering, Telecommunications, or related technical disciplines. Relevant experience may be substituted for an educational degree where the candidates' qualifications clearly demonstrate that value.

DESCRIPTION OF LABOR CATEGORIES

PRO-telligent offers a variety of Information Technology (IT) Services to government clients. The hourly labor rates vary by labor category based on the complexity of the task and the experience/education required of the contractor. The following substitutions may be made for education or experience.

Degree	Degree and Experience Substitution	Related Experience Substitution
Doctorate	Master's + 2 years	8 years
Master's	Bachelor's + 2 years	6 years
Bachelor's	Associate's + 2 years	4 years

The following certifications are representative of industry-recognized certification and may be substituted for one year of education or one year of experience.

- Microsoft Certified Systems Engineer (MCSE)
- Microsoft Certified Solution Developer (MCSD)
- Lotus Certified Notes Consultant (LCNC)
- Certified Sybase Professional Database Administrator (C SP-DBA)
- Certified Information Systems Security Professional (CISSP)
- Cisco Certified Network Professional (CCNP)
- Global Information Assurance Certification (GIAC)
- Unix System Administration Certification (USAC)

*Within each category, the senior levels may be used for personnel who have "Manager" in their job title and have demonstrated leadership, management, and communication skills.

SUBJECT MATTER EXPERT

This category includes personnel who provide expertise in a specialty field. Experts may formulate systems scope and objectives, devise or modify procedures to solve problems, prepare detailed specifications, analyze and revise existing systems, develop requirements, and prepare functional designs for systems analysis/programming projects.

This category also includes personnel who provide program planning, implementation and analysis, manpower and cost estimation, scheduling, meeting coordination, facilities evaluation, equipment costing and analysis.

Level	Education	Experience
III (Expert)	Master's Degree	15 +
II (Senior)	Bachelor's Degree	10
I (Associate)	Bachelor's Degree	5

Chief Engineer/Scientist

Exhibits exceptional ingenuity, creativity, and resourcefulness and applies and/or develops highly advanced technologies, engineering principles, theories, and concepts. Works on unusually complex problems and provides solutions, which are highly innovative and ingenious. At the management level, plans, directs, and controls all activities of large programs or organizations. Plans, directs and /or coordinates the work of other technical staff members. Work is performed independently, restricted only by very broad company policy and objective oriented guidance. Work impacts organizational success.

Communications Architect

Reviews, analyzes and evaluates the previously gathered communications systems data. Recommends appropriate collection systems design and participates in the development and testing of telecommunications software solutions. Is able to provide training of the telecommunications features and functionality.

Computer Scientist

Provides computer science support to include computer networking, database systems (such as ORACLE, SYBASE, or Lotus Notes), and operating system support (such as Unix and/or NT). Demonstrates a deep understanding of core computer science issues. Responsible for the design, development and coding of software products.

Enterprise Management Architect

Provides support for organization's business objectives and requirements. Anticipates IT industry future directions and relates to future architecture needs and projects by developing and enforcing technology principles, guidelines and policies. Participates in the initial stages of major projects to identify directions and ensure proper integration within the Enterprise Architecture.

Information Technologist

Supplies business-oriented technologies to solving problems by designing, implementing, maintaining, or modifying systems. Provides analysis, design and development of information system technology. Performs extensive development work. Develops migration and planning documents.

Senior Technical Expert

Provides expertise in leadership positions such as director of significant research and development efforts, or manages programs requiring comprehensive and innovative technical solutions. Exhibits a proven record of having successfully effected applicable technology transfer. Demonstrates awareness of and sensitivity toward the trends, technologies, constraints and priorities regarding current and projected IT strategies.

Strategic Expert

Provides technical direction and supervision to other personnel; solving varied technical/scientific problems; and generating and reviewing designs for technical accuracy, completeness and appropriateness in light of objectives, budget, and schedule. Possesses credentials and acclaim within the professional community relevant to client-designated tasks, advice or counsel.

Technical Expert/Functional Expert

Provides technical expertise in the subject matter. Designs and implements simple to complex systems that involve: information processing, communications, and/or networking. Knowledgeable of state-of-the-art or emerging technologies and methodologies.

Program Manager

Organizes, directs, and coordinates planning and execution of all program/technical support activities. Simultaneously plans and manages the transition of several projects, with Project Manager reporting to Program Manager. Monitors and controls the expenditure of funds and labor hours on the overall contract. Engages the customer in discussion of program status, including: identification of problems, issues, and strategies for resolution. Does strategic long-range and short-range planning; backup and security planning and implementation; hardware/software evaluation and selection, etc. May manage subcontractors.

Project (Leaders) Manager

Provides competent leadership and responsible program direction through successful performance of a variety of detailed, diverse elements of project transition. Directs completion of tasks within estimated timeframes and budget constraints. Schedules and assigns duties to subordinates and subcontractors and ensures assignments are completed as directed. Enforces work standards and reviews/resolves work discrepancies to ensure compliance with contract requirements. Interacts with client contracting officials, the Program Manager, and other management personnel. Reports in writing and orally to contractor management and client representatives.

Task (Leaders) Managers

Directs all financial management and contract/subcontract administrative activities, such as budgeting, manpower, and resource planning and financial reporting. Experienced in leading task teams and supervising and guiding junior level colleagues as needed. Under the guidance of the Program Manager, the Task Manager is responsible for the overall management of a specific Order. Interfaces with government management personnel, contract managers, and work standards, assigning contractor schedules, reviewing work quality, and communicating policies, purposes, and goals of the organization to subordinates.

Technical Manager

Maintains and enhances the products/processes in order to derive improved benefits. Leads in project planning and manages process development projects. Collates data from trials/tests and identifies areas of improvement. Provides resolutions and implements improvements. Leads in regular post-implementation reviews and product assurance issues. Ensures learnings are spread site-wide through teaching, mentoring, or training.

SUBJECT MATTER EXPERT

The labor categories above have the following levels of experience and educational requirements:

- Level III** Master's Degree in related discipline and fifteen (15+) years of intensive and progressive experience in broad-based IT settings. (Education may be substituted for general experience and relevant experience may be substituted for education.)

- Level II** Bachelor's Degree in related discipline and ten (10) years of intensive and progressive experience in broad-based IT settings. (Education may be substituted for general experience and relevant experience may be substituted for education.)

- Level I** Bachelor's Degree in related discipline and five (5) years of intensive and progressive experience in broad-based IT settings. (Education may be substituted for general experience and relevant experience may be substituted for education.)

IT ENGINEERING

This category includes personnel who perform a variety of engineering assignments such as designing, planning, installing, operating, maintaining, and implementing systems in various fields of specialization.

Level	Education	Experience (yrs)
V	Bachelor's Degree	12
IV	Bachelor's Degree	8
III	Bachelor's Degree	6
II	Bachelor's Degree	3
I	Bachelor's Degree	1

Communications Engineer

Designs, develops, tests, fields and maintains complex communications systems and sub-systems. Provides communications and electronics technical support. Monitors worldwide information and telecommunication systems technology advances to assist in the determination of system requirements to meet functional needs. Relates technology advances to potential threats and assists in the development of countermeasures.

Computer Systems Engineer

Provides engineering support for development of detailed hardware, software, and firmware designs for integrated computer systems. Responsible for program design and maintenance, set-up of new PCs on established networks, and troubleshooting user problems. Applies engineering principles to acquire, implement, design, develop architectures and maintain integrated computer systems. Establishes and directs test and evaluation of existing integrated computer facilities to assess their capability, quality, and effectiveness. Reviews the need for new integrated computer equipment and makes recommendations for additional equipment to support new, increased or future requirements. Analyzes data for evaluation of operational systems to establish requirements for modification or replacement.

Customer Support Engineer

Provides customer support for the Requirements Management System (RMS) help desk, such as technical investigation of customer problems using UNIX scripts, network monitoring scripts and database tools. Provides solutions to problems and documents the problem in a trouble ticket. Designs and creates the RMS Help Desk web site on a government Intranet; converts documents to Hypertext Markup Language (HTML), adds images and creates navigation links.

Digital Signal Processing Engineer

Designs advanced antenna, receiver, and signal processing systems. Executes tests of components and performs integrated system tests. Supports and advises on digital and analog signal processing issues.

ELINT Engineer

Analyzes tactical ELINT system designs and prepares briefings in support of ELINT improvements. Researches and performs cost/performance studies to recommend tactical system standards. Develops and provides papers and briefings for senior Intelligence Community representatives and DoD military partners. Knowledge of current/planned sensor capabilities, ELINT subsystem operations/architecture; experience with ELINT systems upgrades, including planning, development, installation, and testing. Knowledge of latest ELINT collection systems development, and tactical/technical ELINT goals/operations.

Enterprise Systems Engineer

Performs enterprise level engineering duties including installation of software packages, patch updates, system health checks, system accounting and Operating System (OS) troubleshooting. Familiar with enterprise management applications; i.e., Remedy, Tivoli, CA Unicenter, and Hewlett-Packard (HP) OpenView. Responsible for enterprise tuning, performance monitoring, and system optimization upgrade analysis and implementation.

Functional Systems Engineering Expert

Possesses credentials and acclaim within the professional community relevant to client designated tasks; advises and counsels. Provides technical direction and supervision to other personnel on a variety of system design and engineering tasks, including supporting personnel, hardware, software, and support facilities and equipment. Develops and applies organization-wide and enterprise-wide information models for use in designing and building integrated, shared software, and database management systems. Plans and performs systems and networking engineering research, design, development and other assignments in conformance with system and network design, engineering and customer specifications.

Network Engineer

Provides analytical support and design on networked systems, both Local Area Network (LAN)/Wide Area Network (WAN). Participates in the design and development process. Performs network administration support. Conducts networking systems installation, testing, and integration. Familiar with network protocols and technologies such as: Transmission Control Protocol/Internet Protocol (TCP/IP), Ethernet, Asynchronous Transfer Mode (ATM), routers, and switches.

Network Security Engineer

Develops and implements security policies, procedures, guidelines, and standards and implements security controls. Assists clients with the determination of their security requirements and assess whether those requirements jeopardize the integrity of the data on the system. Performs work in a heterogeneous computer environment running multiple operating systems such as UNIX, NT, Windows 2000 (W2K), and LINUX. Is able to configure routers, switches, firewalls, and other network security devices.

SIGINT Engineer

Performs test requirements, measurement and calibration of SIGINT systems. Performs hardware design of computer systems for SIGINT environment. Performs integration of computer hardware/software for systems development. Performs system administration of equipment control software on Solaris 2x platform. Performs software verification and testing for systems field deployment. Writes technical documentation for configured systems.

Software Engineer/Developer

Performs analysis, design, development, testing and debugging of computer software. Installs, upgrades, and supports major commercial packages. Adept with script languages such as: PERL, Bourne Shell, and/or C Shell. Provides documentation for software projects through the various plans, specs, and manuals that are an integral part of the software life cycle.

Specialty Engineer

Provides technical expertise to help solve problems. Works as part of a larger, interdisciplinary, integrated product or task team. Conducts studies and analyses. Develops technical design solutions. Writes and critiques technical documents.

Systems Engineer

Performs a variety of system design and engineering tasks, which are broad in nature, including supporting personnel, hardware, software and support facilities and equipment. Develops and applies organization-wide and enterprise-wide information models for use in designing and building integrated, shared software, and database management systems. Plans and performs systems and networking engineering research, design, development and other assignments in conformance with system and network design, engineering and customer specifications. Analyzes and develops technical documentation detailing systems performance.

Systems Security Engineer

Performs a variety of routine project tasks applied to specialized technology problems as they relate to Information Assurance (IA) requirements. Conducts security assessments and security consulting. Analyzes information security requirements. Applies analytical and systematic approaches in the resolution of problems of workflow, organization, and planning. Conducts security certification and accreditation for information technologies.

Technical Engineering Expert

Provides technical expertise to help solve problems. Works as part of a larger, interdisciplinary, integrated product or task team. Conducts studies and analyses. Develops technical design solutions. Writes and critiques technical documents.

Telecommunications Engineer

Analyzes LAN and WAN systems, including planning, designing, evaluating, selecting operating systems and protocol suites and configuring communication media with concentrators, bridges and other devices. Resolves interoperability problems to obtain operations across all platforms including electronic mail, files transfer, multimedia, teleconferencing, etc. Configures systems to user environments. Supports acquisition and design of hardware and software systems.

Test Engineer

Designs, develops, implements, and documents testing processes. Experience with IT workstations, servers, and routers. Plans and arranges the labor, schedules, and equipment required for testing and evaluating standard and special devices. Provides test area with parameters for sample testing and specifies tests to be performed. Compiles data and defines changes required in testing equipment, testing procedures, manufacturing processes, or new testing requirements.

Unix System Engineer

Responsible for UNIX System Administrator duties for Sun Blade 2000 workstations, Sun Fire 3800 Servers and associated network (CISCO) equipment.

IT ENGINEERING EXPERIENCE AND EDUCATIONAL REQUIREMENTS

The labor categories above have the following levels of experience and educational requirements:

-
- Level V** Bachelor's Degree in related discipline and twelve (12) years of intensive and progressive experience in broad-based IT settings. (Education may be substituted for general experience and relevant experience may be substituted for education.)
- Level IV** Bachelor's Degree in related discipline and eight (8) years of intensive and progressive experience in broad-based IT settings. (Education may be substituted for general experience and relevant experience may be substituted for education.)
- Level III** Bachelor's Degree in related discipline and six (6) years of intensive and progressive experience in broad-based IT settings. (Education may be substituted for general experience and relevant experience may be substituted for education.)
- Level II** Bachelor's Degree in related discipline and three (3) years of intensive and progressive experience in broad-based IT settings. (Education may be substituted for general experience and relevant experience may be substituted for education.)
- Level I** Bachelor's Degree in related discipline and one (1) year of experience in broad-based IT settings. (Education may be substituted for general experience and relevant experience may be substituted for education.)

INFORMATION ASSURANCE ANALYST

This category includes personnel who are schooled in the appropriate access and handling of secure, sensitive, national security information. They are responsible for investigating a broad range of issues. Personnel collect, organize, extract, and format records, files, or general information. They evaluate analytical results and develop new or adapted analytical techniques.

Level	Education	Experience (yrs)
V	Bachelor's Degree	12
IV	Bachelor's Degree	10
III	Bachelor's Degree	6
II	Bachelor's Degree	3
I	Associate's Degree	1

Information Security Manager

Manages computer investigations involving Network Penetration, Network Security, Computer Forensics and Data Recovery associated with sabotage, espionage and terrorism incidents. Provides computer counterespionage advice and assistance to other elements and conducts liaison with federal law enforcement agencies in support of national level investigations. Evaluates Network Analysis software packages for investigations.

Information Assurance Analyst

Develops assessments that provide an understanding and resolution to security related events. Develops and documents vulnerabilities including solutions/countermeasures and exploits. Able to assess problem areas and recommend automated solutions. Assesses impact, determines probable damage and suggests methods of damage control. Conducts computer forensics, and follow-on analysis to build historical and predictive capabilities.

Information Security Analyst

Performs work on complex system and management problems involving all phases of information systems analysis to provide security solutions. Provides technical support for development and review of Information Security (INFOSEC) management procedures, product analysis and studies, risk management and secure software development tasks. Recommends resolutions of INFOSEC problems based on knowledge of the major INFOSEC products and services, an understanding of their limitations and working knowledge of the disciplines of INFOSEC.

Analyst

Performs analytical tasking as a member of a technical team. Analyzes organizational needs and identifies information technology requirements.

ELINT Analyst

Provides knowledge and expertise on evaluating ELINT requirements, developing future requirements, and relating those requirements to top-level architectures and strategic plans from various agencies within the Department of Defense (DoD). Provides expertise toward development and validation of cryptologic requirements to ensure that national/tactical strategic plans goals and objectives are met.

SIGINT Analyst

Provides knowledge, expertise, and experience in SIGINT environment. Provides performance analysis, including test and evaluation, on specific systems. Responsible for test planning, design, database and questionnaire design, systems effectiveness evaluation, and suitability and survivability analyses. Often acts as advisor for acquisition management issues and provides analytical input to test planning and reporting.

INFORMATION ASSURANCE ANALYST EXPERIENCE AND EDUCATIONAL REQUIREMENTS

The labor categories above have the following levels of experience and educational requirements:

- Level V** Bachelor's Degree in related discipline and twelve (12) years of intensive and progressive experience in broad-based IT settings. (Education may be substituted for general experience and relevant experience may be substituted for education.)
- Level IV** Bachelor's Degree in related discipline and ten (10) years of intensive and progressive experience in broad-based IT settings. (Education may be substituted for general experience and relevant experience may be substituted for education.)
- Level III** Bachelor's Degree in related discipline and six (6) years of intensive and progressive experience in broad-based IT settings. (Education may be substituted for general experience and relevant experience may be substituted for education.)
- Level II** Bachelor's Degree in related discipline and three (3) years of intensive and progressive experience in broad-based IT settings. (Education may be substituted for general experience and relevant experience may be substituted for education.)
- Level I** Associate's Degree in related discipline and one (1) year of experience in broad-based IT settings. (Education may be substituted for general experience and relevant experience may be substituted for education.)

FUNCTIONAL ANALYST

This category includes personnel who are schooled in the appropriate access and handling of secure, sensitive, national security information. They are responsible for investigating a broad range of issues. Personnel collect, organize, extract, and format records, files, or general information. They evaluate analytical results and develop new or adapted analytical techniques.

Level	Education	Experience (yrs)
IV	Bachelor's Degree	10
III	Bachelor's Degree	6
II	Bachelor's Degree	3
I	Associate's Degree	1

Analyst

Performs analytical tasking as a member of a technical team. Analyzes organizational needs and identifies information technology requirements.

Financial/Program Analyst

Compiles and reports on programs and budgets; prepares presentations and other materials to support programming and budgeting processes, and prepares program/project and budget information. Prepares tasking requests, point papers, briefing charts, spreadsheets, memos, and other documents within prescribed timelines for review and analysis. Analyzes funding requirements combined with execution history to develop concise descriptions of impacts and alternatives. Assists management with strategic business planning, internal senior level direction, trends, forecasts and best practices from industry, academia and other governmental agencies, and requirements/needs generated from within.

Intelligence Analyst

Provides collection management, analysis, processing, and dissemination of combat, strategic, and tactical military intelligence. Assists in establishing and maintaining systematic, cross-referenced intelligence records and files. Assembles, edits, and proofreads intelligence reports and assists in the consolidation of such reports into military intelligence. Assists in the preparation of personnel forms and maintains records on security clearances.

Network Analyst

Responsible for the analysis, design, and implementation for network server and network client technology. Installs and maintains existing hardware which includes network servers. Troubleshoots, diagnoses and resolves hardware and software problems. Installs, upgrades, and configures software, hardware and peripheral components. Performs backups and disaster recovery functions.

Operations Research/Systems Analyst

Proposes alternative solutions, selections, recommendations, and implementation of decision analysis support tools. Performs planning, forecasting, resource allocation, performance measurement, scheduling, and analysis of data. Integrates the selection of analysis tools and the results into ongoing operations. Performs statistical analyses, trade studies, and financial analyses.

Operations Analyst

Reports, analyzes and summarizes business and operational data. Translates business needs into appropriate technical reporting solutions. Develops and summarizes performance data into actionable information. Develops reporting solutions to solve a wide range of difficult problems in imaginative and practical ways.

Systems Analyst

Provides support for large scale, networked client/server systems including mainframes, minis, and micros, as required. Performs all applications systems analysis and programming. Defines and formulates application requirements. Designs, codes, tests, debugs, and documents application systems. Uses a variety of programming and analysis techniques and tools, including Computer-Aided Software Engineering (CASE) Tools. Responsible for: quality assurance, center security, and all operational reporting requirements. Evaluates data center resources and recommends and acquires additional capacity, as required. Continuously monitors all component equipment and enters appropriate commands via control consoles.

FUNCTIONAL ANALYST EXPERIENCE AND EDUCATIONAL REQUIREMENTS

The labor categories above have the following levels of experience and educational requirements:

- Level V** Bachelor's Degree in related discipline and ten (10) years of intensive and progressive experience in broad-based IT settings. (Education may be substituted for general experience and relevant experience may be substituted for education.)
- Level III** Bachelor's Degree in related discipline and six (6) years of intensive and progressive experience in broad-based IT settings. (Education may be substituted for general experience and relevant experience may be substituted for education.)
- Level II** Bachelor's Degree in related discipline and three (3) years of intensive and progressive experience in broad-based IT settings. (Education may be substituted for general experience and relevant experience may be substituted for education.)
- Level I** Associate's Degree in related discipline and one (1) year of experience in broad-based IT settings. (Education may be substituted for general experience and relevant experience may be substituted for education.)

SOFTWARE ENGINEERING

This category includes personnel who are concerned with building software systems in addition to management issues, such as directing programming teams, scheduling, and budgeting

The category also includes personnel who design, develop, release, and maintain Internet and Intranet systems and services. Identifies and maximizes opportunities to utilize Web-based technologies to improve business processes and support critical business strategies, provides information access, promotes the strategic use of information technology, enables the workforce to use selected new technologies, and identifies users' information requirements.

Level	Education	Experience (yrs)
IV	Bachelor's Degree	8
III	Bachelor's Degree	6
II	Bachelor's Degree	3
I	Associate's Degree	1

Database Administrator

Performs day to day database maintenance, including data archival, data recovery, anomaly detection, and data entry. Develops systems and processes to monitor data integrity issues. Corrects data as required and provides feedback to appropriate personnel. Analyzes information and runs queries to ensure accuracy. Creates reports as may be required of system data problems. Proactively reviews and improves overall system data processes to ensure high integrity of information.

Database Developer

Performs database tuning, security, auditing, backup and recovery procedures; manages client/server and web environment; develops Structured Query Language (SQL) queries and perform data conversion and analysis. Possesses an understanding of database architecture including design and composition of database tables, columns, data types, database layouts and hardware considerations. Manages the development process and rollback segments of the database.

Software Programmer

Performs software programming and coding support; analyzes systems requirements and design specifications. Provides software and systems installation, testing, integration services, and the development of supporting documentation.

Software Tester/Integrator

Provides installation and configuration of operating systems on both servers and workstations. Responsible for trouble shooting hardware and software problems, maintaining and assigning IP addresses, and providing network connection for new systems. Interfaces daily with all levels of user and management and attends meetings as a senior representative of a System Administration staff.

Web Designer/Developer

Provides conceptual design of specific sites/portals. Uses standard HTML tools as well as design applications. Daily responsibilities include updating web-site content, checking for broken links, working with the various departments to help bring their ideas to the web. Develops and produces web-based interfaces (conception, design, development, documentation and implementation of internet-based applications). Design, code and test software. Implements

configuration changes to packaged software applications. Documents and assists in defining the functional and technical requirements of web-based applications, as well as application maintenance and trouble shooting.

Web Project Manager

Manages a team on all aspects of web environment development. Manages concurrent projects utilizing standard project life cycle methodologies. Develops project schedules, project designs, test plans, and documentation. Provides supervisory experience over programmers and content designers in assigning and delegating work. Must be an expert in high level languages.

Web Software Developer

Develops web software applications. Experienced with web development Java/J2EE, Enterprise Java Beans (EJB); Websphere. Back end development of database, communication servers, and email using open sources or commercial tools.

Web Security Administrator

Creates, updates and deletes user accounts. Maintains Web operating system. Manages server performance. Performs backup, restore and recovery. Provides ad-hoc analysis and diagnosis of reported Web site environment failures. Support security system Information Assurance officer. Provides assistance to help desk inquiries. Familiar with security administration tools such as secure sockets, PKI, VPN, LDA, etc.

Web Technical Administrator

Provides web server and infrastructure maintenance, content migration, security, site and web data maintenance, internal user support, disaster recovery, developer support, and business partner web-site integration. Working knowledge of database servers and Internet technologies.

SOFTWARE ENGINEERING EXPERIENCE AND REQUIREMENTS

The labor categories above have the following levels of experience and educational requirements:

- Level IV** Bachelor's Degree in related discipline and eight (8) years of intensive and progressive experience in broad-based IT settings. (Education may be substituted for general experience and relevant experience may be substituted for education.) Demonstrated leadership, management, and communications skills at this level.
- Level III** Bachelor's Degree in related discipline and six (6) years of intensive and progressive experience in broad-based IT settings. (Education may be substituted for general experience and relevant experience may be substituted for education.)
- Level II** Bachelor's Degree in related discipline and three (3) years of intensive and progressive experience in broad-based IT settings. (Education may be substituted for general experience and relevant experience may be substituted for education.)
- Level I** Associate's Degree in related discipline and one (1) year of experience in broad-based IT settings (Education may be substituted for general experience and relevant experience may be substituted for education.)

IT SYSTEM SUPPORT

This category includes personnel who are responsible for planning, installing, and managing computer-based systems, utilizing mainframe, microcomputers or PC technologies and solutions. Selects the appropriate hardware/software combinations; designs microprocessor systems or uses off-the-shelf packages; and chooses and implements the most efficient telecommunications protocols. Works closely with the user community to identify, research, isolate, and resolve problems related to all aspects of office automation and data center operations.

This category also includes personnel who provide reliability analyses, system maintainability analyses, and availability analyses on the system under development.

Level	Education	Experience (yrs)
IV	Bachelor's Degree	8
III	Bachelor's Degree	6
II	Bachelor's Degree	3
I	Associate' Degree	1

Network Administrator

Provides network engineering, installation, network configuration, computer support, printer support, firewall support, workstation support, networking equipment support, server support, help desk support, and security support. Troubleshoots hardware, software, and printer problems.

Senior Network Manager

Manages the operation and personnel for a diversified network. Responsible for overseeing a wide range of services from installing and maintaining desktop PCs and servers, to installing and maintaining switches and routers, and firewalls. Responsible for WAN and LAN performance and ensuring that there is adequate security on all network elements. Understands TCP/IP protocol.

Systems Administrator/Support Engineer

Performs administration duties on UNIX (e.g., Solaris, SunOS, AIX), Windows NT, Windows 95 and the Distributed Computing Environment/Distributed File Service (DCE/DFS) applications, as required and directed. Efforts to include, but not be limited to, the installation/de-installation of systems; the attachment and configuration of systems and processes to the network; the installation and integration of commercial software; fault isolation of local area network or system problems; management of file servers; maintenance of file system structures; user support services; and system management planning. Troubleshoots hardware, software and other peripheral equipment to identify and resolve problems. Installs, configures and upgrades hardware and software to new baseline standards. Conducts research of various technical databases to solve systems problems. Ensures the integrity and security of classified computer systems.

Integrated Logistic Support (ILS) Manager

Manages, tracks and reports on program progress and status in support of program objectives. Delivers contract data requirements to agreed schedules and budgets; act as customer Point of Contact (POC) for contract and general support issues; coordinates with subcontractors and in-house personnel to deliver contract requirements; actively assesses customer needs; coordinates Reliability Centered Maintenance (RCM), Logistics Support Analysis (LSA) and other similar analysis as it applies to customer program requirements. Also troubleshoots scheduling problems, and develops and implements countermeasures; ensures coordination among internal production, support departments, and outside equipment and service vendors.

IT Logistics Support

Collects, processes and maintains data for analysis and modeling. Assists and/or leads in the identification or development of internal analysis tools. Uses linear programming, simulation, or other mathematical modeling techniques to solve optimization problems. Provides technical assistance and engineering support necessary to fulfill pre-development activities, including architecture, trade-off and upgrade studies, requirements analysis, and rough order of magnitude cost estimates. Provides assistance in maximizing system effectiveness in preparation for actual missions, and supports any Quick Reaction requirements to include system design, upgrade, modification, and testing. Supports planning activities that are necessary to migrate systems through successive architecture revisions and upgrades. Helps in identifying and isolating faulty system software and/or hardware components and restores the system to fully operational status. Supports project lead in development and implementation of internal logistics systems; maintains and updates project schedules; troubleshoots scheduling problems, and develops and implements countermeasures; ensures coordination among internal production, support departments, and outside equipment and service vendors.

SPECIALIST EXPERIENCE AND EDUCATIONAL REQUIREMENTS

The labor categories above have the following levels of experience and educational requirements:

- Level IV** Bachelor's Degree in related discipline and eight (8) years of intensive and progressive experience in broad-based IT settings (Education may be substituted for general experience and relevant experience may be substituted for education.)
- Level III** Bachelor's Degree in related discipline and six (6) years of intensive and progressive experience in broad-based IT settings (Education may be substituted for general experience and relevant experience may be substituted for education.)
- Level II** Bachelor's Degree in related discipline and three (3) years of intensive and progressive experience in broad-based IT settings (Education may be substituted for general experience and relevant experience may be substituted for education.)
- Level I** Associate's Degree in related discipline and one (1) year of experience in broad-based IT settings (Education may be substituted for general experience and relevant experience may be substituted for education.)

TECHNICAL SUPPORT

This category includes personnel who support IT laboratories and have experience with workstations, servers, and routers and other IT equipment

Level	Education	Experience (yrs)
V	Bachelor's Degree	1
IV	Associate's Degree	4
III	Associate's Degree	2
II	High School Diploma	3
I	High School Diploma	1

Electronic Technician

Provides preventative and corrective maintenance to computer systems, Radio Frequency (RF) communications systems and telephone systems. Provides maintenance to the component level including the integration of several types of equipment. Provides engineering support to assist in system design, component procurement, and system build (rack and stack).

LAN Technician

Provides installation, testing, and trouble shooting of personal computers (PC)/LAN software packages. Also provides troubleshooting of connectivity issues, installations and de-installations, connecting and disconnecting of a network, and end-user customer support when necessary.

PC Systems Support Technician

Provides help desk support to the client by troubleshooting PC hardware and software, creating/resetting accounts, loading software/images to desktop and laptops, providing preventative maintenance procedures, packing/unpacking systems for shipping, and supporting general Management Information Systems (MIS) related tasks.

Technician

Inspects, tests, and troubleshoots electronic systems. Makes repairs requiring standard and non-standard techniques; services or calibrates electronic test equipment or control systems; and maintains logs and reports, as required.

SUPPORT STAFF EXPERIENCE AND EDUCATIONAL REQUIREMENTS

The labor categories above have the following levels of experience and educational requirements:

Level V Bachelor's Degree in related discipline and one (1) year of experience in broad-based IT settings. (Education may be substituted for general experience and relevant experience may be substituted for education.)

Level IV Associate's Degree in related discipline and four (4) years of intensive and progressive experience in broad-based IT settings. (Education may be substituted for general experience and relevant experience may be substituted for education.)



- Level III** Associate's Degree in related discipline and two (2) years of intensive and progressive experience in broad-based IT settings. (Education may be substituted for general experience and relevant experience may be substituted for education.)
- Level II** High School Degree and three (3) years of related experience.
- Level I** High School Degree and one (1) year of related experience.

SUPPORT SERVICES

This category includes personnel who provide professional office administration, and executive support services to staff and managers.

Level	Education	Experience (yrs)
V	Bachelor's Degree	3
IV	Associate's Degree	4
III	Associate's Degree	2
II	High School Diploma	3
I	High School	1

Administrative Assistant

Provides administrative and secretarial support to one or more individuals. Performs specialized assignments relating to typing, word processing, transcription of documents, data entry, and preparing and editing management support documentation. Performs a variety of support services such as operation of reproduction equipment, courier service and mail service, etc. Prepares special reports under general guidance; coordinates special projects and programs; and responds to routine and non-routine inquiries using standardized formats.

Administrative Support Specialist

Assists with overall administrative and management of financial resources. Screens all personnel request actions for technical accuracy and maintains liaison with the Personnel Office on all personnel actions. Provides advice to management on various staffing alternatives. Reviews all classification requests for adherence to sound position management principles. Assists the Administrative Officer in reviewing, monitoring, and coordinating procurement requests. Maintains accurate and timely status of budget commitment, obligation and expenditure information. Assists in coordinating requests for retirement and other special occasion plaques, certificates, etc., and arrangements for ceremonies.

Configuration/Data Manager

Provides administration, planning, and development of computerized databases. Formulates and implements policies and procedures pertaining to database management, security, maintenance, and utilization. Works directly with database users, providing advice as to procedures, technical problems, priorities, and methodologies.

Documentation Clerk

Provides clerical and administrative support by documenting information using MS Word and Excel. Supports department database. Administers department training files. Possesses excellent writing and verbal communication skills. Must be detail oriented and multi-tasked with ability to prioritize.

Documentation Manager

Provides direct support, leadership and direction to multiple document control projects. Develops and implements documentation policy consistent with the needs of the organization. Provides guidance to client departments in the area of document management systems. Acts as the local System Administrator for the electronic documentation system. Generates standard and ad hoc reports for management; evaluates trends. Manages the off-site storage and retrieval of controlled documents. Ensures development and implementation of a document retention policy is consistent with corporate policy. Maintains knowledge of current technology in the area of document management; recommends system improvements and coordinates implementation.

Program Planner

Works with engineers to produce reports and deliverables including evaluation reports, market study reports, and matrix-style comparisons of products vs. requirements. Generates internal weekly reports detailing customer interactions and current customer status reports. Provides internal monthly/weekly reports on collaboration activities and status. Administers software licenses and documents and maintains a status of licenses for software products.

Technical Writer

Plans, schedules and manages technical writing and editing. Gathers, analyzes and composes technical IT information and documentation. Conducts research and ensures the use of proper technical terminology. Interprets technical documentation standards and prepares documentation accordingly. Reviews documentation and determines editing and graphics in the preparation of major documentation tasks and contract deliverables. Establishes schedules for document production and conducts quality assurance/control inspections at specific intervals to ensure standard are met. Maintains a continuing review of submitted documents in order to make recommendations for continued and improved methods of quality control and quality assurance. Provides technical direction and advice on new developments, techniques and procedures that would enhance technical publications.

Training Developer

Develops and conducts technical training courses on system and software applications. Must be familiar with the principles of creating teaching outlines in accordance with established guidelines. Selects or develops instructional aids, such as handouts, reference materials, or audio/visual supports. Creates teaching outlines in accordance with established guidelines; maintains records and statistical information on employee training; monitors training programs by reviewing and analyzing student course evaluations; and makes recommendations to management on course improvement and customer training needs.

Training Instructor/Specialist

Provides design, development and classroom delivery of hardware and software education programs. Responsible for developing new course materials; modifying and customizing existing materials; and classroom instruction of specialized and custom course segments for maintenance and support of NT/UNIX client/server hardware and software. Participates in design teams or special projects for planning, market research, new product testing and development of new business opportunities.

SUPPORT SERVICES EXPERIENCE AND EDUCATIONAL REQUIREMENTS

The labor categories above have the following levels of experience and educational requirements:

- Level V** Bachelor's Degree in related discipline and one (1) year of experience in broad-based IT settings. (Education may be substituted for general experience and relevant experience may be substituted for education.)
- Level IV** Associate's Degree in related discipline and four (4) years of experience in broad-based IT settings. (Education may be substituted for general experience and relevant experience may be substituted for education.)
- Level III** Associate's Degree in related discipline and two (2) years of experience in broad-based IT settings. (Education may be substituted for general experience and relevant experience may be substituted for education.)



Level II High School Diploma and three years (3) of administrative/clerical experience.

Level I High School Diploma and one year (1) of administrative/clerical experience.

GSA IT PROFESSIONAL SERVICES SCHEDULE LABOR RATES

LABOR CATEGORY	CONTRACT OPTION 2				
	YEAR 11	YEAR 12	YEAR 13	YEAR 14	YEAR 15
	July 12, 2011 to July 11, 2012	July 12, 2012 to July 11, 2013	July 12, 2013 to July 11, 2014	July 12, 2014 to July 11, 2015	July 12, 2015 to July 11, 2016
Subject Matter Expert III	\$ 220.49	\$ 229.31	\$ 238.48	\$ 248.02	\$ 257.94
Subject Matter Expert II	\$ 199.27	\$ 207.24	\$ 215.53	\$ 224.15	\$ 233.12
Subject Matter Expert I	\$ 136.10	\$ 141.54	\$ 147.20	\$ 153.09	\$ 159.21
IT Engineering V	\$ 123.31	\$ 128.24	\$ 133.37	\$ 138.70	\$ 144.25
IT Engineering IV	\$ 119.88	\$ 124.68	\$ 129.67	\$ 134.85	\$ 140.25
IT Engineering III	\$ 116.45	\$ 121.11	\$ 125.95	\$ 130.99	\$ 136.23
IT Engineering II	\$ 112.29	\$ 116.78	\$ 121.45	\$ 126.31	\$ 131.36
IT Engineering I	\$ 104.21	\$ 108.38	\$ 112.72	\$ 117.23	\$ 121.92
Information Assurance Analyst V	\$ 123.00	\$ 127.92	\$ 133.04	\$ 138.36	\$ 143.89
Information Assurance Analyst IV	\$ 111.45	\$ 115.91	\$ 120.54	\$ 125.36	\$ 130.38
Information Assurance Analyst III	\$ 97.46	\$ 101.36	\$ 105.41	\$ 109.63	\$ 114.01
Information Assurance Analyst II	\$ 82.54	\$ 85.84	\$ 89.27	\$ 92.84	\$ 96.56
Information Assurance Analyst I	\$ 78.67	\$ 81.82	\$ 85.09	\$ 88.49	\$ 92.03
Functional Analyst IV	\$ 97.87	\$ 101.78	\$ 105.85	\$ 110.09	\$ 114.49
Functional Analyst III	\$ 90.08	\$ 93.68	\$ 97.43	\$ 101.32	\$ 105.38
Functional Analyst II	\$ 80.88	\$ 84.12	\$ 87.48	\$ 90.98	\$ 94.62
Functional Analyst I	\$ 57.76	\$ 60.08	\$ 62.48	\$ 64.98	\$ 67.58
Software Engineering VI	\$ 110.08	\$ 114.48	\$ 119.06	\$ 123.82	\$ 128.77
Software Engineering III	\$ 97.46	\$ 101.36	\$ 105.41	\$ 109.63	\$ 114.01
Software Engineering II	\$ 91.91	\$ 95.59	\$ 99.41	\$ 103.39	\$ 107.53
Software Engineering I	\$ 75.66	\$ 78.68	\$ 81.83	\$ 85.10	\$ 88.51
IT System Support IV	\$ 81.61	\$ 84.87	\$ 88.27	\$ 91.80	\$ 95.47
IT System Support III	\$ 69.99	\$ 72.79	\$ 75.70	\$ 78.73	\$ 81.87
IT System Support II	\$ 67.37	\$ 70.06	\$ 72.86	\$ 75.78	\$ 78.81
IT System Support I	\$ 52.28	\$ 54.37	\$ 56.54	\$ 58.80	\$ 61.16
Technical Support V	\$ 73.54	\$ 76.48	\$ 79.54	\$ 82.72	\$ 86.03
Technical Support IV	\$ 64.41	\$ 66.98	\$ 69.66	\$ 72.45	\$ 75.35
Technical Support III	\$ 60.81	\$ 63.25	\$ 65.78	\$ 68.41	\$ 71.14
Technical Support II	\$ 56.21	\$ 58.46	\$ 60.80	\$ 63.23	\$ 65.76
Technical Support I	\$ 49.66	\$ 51.64	\$ 53.71	\$ 55.86	\$ 58.09
Support Services V	\$ 46.63	\$ 48.50	\$ 50.44	\$ 52.45	\$ 54.55
Support Services IV	\$ 43.46	\$ 45.20	\$ 47.00	\$ 48.88	\$ 50.84
Support Services III	\$ 42.66	\$ 44.37	\$ 46.14	\$ 47.99	\$ 49.91
Support Services II	\$ 40.09	\$ 41.69	\$ 43.36	\$ 45.10	\$ 46.90
Support Services I	\$ 29.48	\$ 30.66	\$ 31.88	\$ 33.16	\$ 34.48

Note:

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