

GENERAL SERVICES ADMINISTRATION

Federal Supply Service

Authorized Federal Supply Schedule Price List

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage! ®, a menu-driven database system. The INTERNET address of GSA Advantage! ® is:
GSAAdvantage.gov.

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

FSC Group 70

FSC Class – 7010

Contract Number – GS-35F-050CA

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at fss.gsa.gov.

Contract Period – 10/30/2014 through 10/29/19

Contractor: **CyBOOK, Inc**16217 95th Ave SE

Snohomish, WA 98296

Telephone: 360-668-0910 Fax: 360-668-0910

www.cybookinc.com**Small, Women Owned Business**

1. Awarded SINs - 132 51 IT Professional Services
 - 1b. Lowest Priced Offering – Content Manager at \$92.85 per hour
 - 1c. Proposed Hourly Rates – See Attachment A
2. Maximum Order - \$500,000
3. Minimum Order - \$100
4. Geographic Coverage – 50 United States, Puerto Rico and US territories
5. Point(s) of Production – United States of America

6. Discount from List Prices: Prices shown are NET prices; Basic Discounts have been deducted.
7. Quantity Discount – None
8. Prompt payment terms – 2% 10 days, net 30
Credit Card Discount terms – None
- 9a. Government Purchase cards accepted at or below micro purchase threshold – Yes
- 9b. Government Purchase cards accepted above micro purchase threshold – Yes
10. Foreign Items – None
- 11a. Time of delivery – Negotiated at the task order level
- 11b. Expedited delivery – Negotiated at the task order level
- 11c. Overnight and 2-day delivery - Negotiated at the task order level
- 11d. Urgent Requirements - Negotiated at the task order level
12. F.O.B. point(s) – Destination
- 13a. Ordering address(es) – 16217 95th Ave SE, Snohomish, WA 98296
- 13b. Ordering procedures – EDI Robin Luft-Kite, 16217 95th Ave SE, Snohomish, WA 98296
14. Payment address(es) – 16217 95th Ave SE, Snohomish, WA 98296
15. Warranty Provision – Standard Commercial Warranty
16. Export Packing Charges – None
17. Terms and conditions of Government purchase card acceptance – Accepted at or below the micro purchase threshold.
18. Terms and conditions of rental, maintenance, and repair – None
19. Terms and conditions of installation – None
20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices – None
- 20a. Terms and conditions for any other services –
 1. SCOPE

a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT Professional Services within the scope of this Information Technology Schedule.

b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

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

a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.

b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.

c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3. ORDER

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

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

4. PERFORMANCE OF SERVICES

a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.

b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.

c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.

d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

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

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

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

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

(1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
(2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

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

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

6. INSPECTION OF SERVICES

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

7. RESPONSIBILITIES OF THE CONTRACTOR

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

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

9. INDEPENDENT CONTRACTOR

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

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

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

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

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

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

11. INVOICES

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

12. PAYMENTS

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

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

13. RESUMES

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

14. INCIDENTAL SUPPORT COSTS

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

15. APPROVAL OF SUBCONTRACTS

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

16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING

- a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 132-51 IT Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial

job titles (labor categories) for those individuals who will perform the service should be provided.

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

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

EXAMPLE: Commercial Job Title: System Engineer

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

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

21. List of service and distribution points – None

22. List of participating Dealers – None

23. Preventative maintenance – None

24a. Special attributes such as environmental attributes – None

24b. Section 508 – Not Applicable

24. Data Universal Number System (DUNS) number – 003785291

26. Notification regarding registration in System for Award Management (SAM) database - Active

Attachment A

**CyBOOK, Inc.
Price List**

SIN	Labor Title	Rate
132 51	Program/Project Manager	\$ 107.51
132 51	User Experience (UX) & Information Architecture	\$ 122.17
132 51	User Interface (UI) Motif Design	\$ 127.05
132 51	Graphic Designer	\$ 112.39
132 51	Production Graphics	\$ 97.73
132 51	Technical Project Management	\$ 131.94
132 51	Web Developer (HTML)	\$ 102.62
132 51	Web Developer (Scripting)	\$ 141.71
132 51	Quality Assurance/Testing	\$ 102.62
132 51	Writer/Editor	\$ 102.62
132 51	Content Manager	\$ 92.85
132 51	Trainer	\$ 122.17

Labor Category Descriptions

CyBOOK, Inc offers the following Labor Category Descriptions to support the effort contemplated herein.

1. Title: **Program/Project Management**

Minimum Education: Bachelor's Degree in Computer Science or a related field

Minimum Years of Experience: 4 years of experience with strong project management skills and familiarity with Microsoft Office Suite, SharePoint, Project and Visio.

Functional Responsibilities: This position involves actively managing Microsoft SharePoint-based projects as well as other Internet development, successfully driving the project team through a formal product management process to ensure project goals, timelines and budgets are met.

- Acquires a strong knowledge of project goals to deliver a successful outcome.
- Collaborates with cross-functional groups through project development life cycle and communicates project status across the organization.
- Helps define and improve the Project Management Process and success metrics.

2. Title: **User Experience (UX) Designer/Information Architect**

Minimum Education: Bachelor Degree in related field

Minimum Years of Experience: 4 or more years of board documented experience designing Internet interfaces, Portfolio site with examples of sketches and wireframes through to polished visuals and concepts. Ideally you'll have worked across web and mobile for SharePoint and have expert wireframe skills.

Functional Responsibilities: This position involves combining seamless interaction with beautiful visual design. Capable of producing easy to navigate and comprehend, logically organized, accessible, and in-tune with SharePoint technologies solutions, delivering the highest standard of usability and usefulness to the software's end users

- Take a role along with the Project Manager in liaising with the client, stakeholders and end users to agree on functional requirements that deliver an optimal solution.
- Assure that UX elements are fit for purpose and can be developed within the constraints of the project.
- Be proficient in crafting interaction design documentation: Persona, scenarios, wireframes, competitive analyses, flows, and conceptual maps.

3. Title: **User Interface (UI) /Motif Design**

Minimum Education: Bachelor Degree in related field

Minimum Years of Experience: 4 or more years of board documented experience designing Internet interfaces, Portfolio site with examples of sketches and wireframes through to polished visuals and concepts. Ideally you'll have worked across web and mobile for SharePoint.

Functional Responsibilities: This position involves combining seamless interaction with beautiful visual design. Capable of producing easy to navigate and comprehend, logically organized, accessible, and in-tune with SharePoint technologies solutions, delivering the highest standard of usability and usefulness to the software's end users

- Take a role along with the Project Manager in liaising with the client, stakeholders and end users to agree on functional requirements that deliver an optimal solution.
- Create visual elements that are intuitive and allow the user to find information easily and logically.

4. Title: Graphic Designer

Minimum Education: Bachelor Degree in related field

Minimum Years of Experience: 4 or more years of board documented experience designing for SharePoint technologies, expert knowledge of Adobe Creative Suite, and Portfolio site with examples of work.

Functional Responsibilities: This position involves designing SharePoint and other online deliverables ensuring the solution meets project objectives of quality and scope.

- Take a role along with the Project Manager in liaising with the client, stakeholders, and other leads to agree on functional requirements, visual design and UX.
- Assure that visual elements are fit for purpose and can be developed within the constraints of the project.

5. Title: Production Graphics

Minimum Education: Bachelor Degree in related field

Minimum Years of Experience: 4 or more years working with Adobe Creative Suite, and Portfolio site with examples of work.

Functional Responsibilities: This position involves creating deliverables for the Graphic Designer ensuring the solution meets project objectives of quality and scope.

- Assure that visual elements are fit for purpose and can be developed within the constraints of the project.
- Convert and process all imagery to proper format and size.

6. Title: Technical Project Management

Minimum Education: Bachelor's Degree in Computer Science or a related field

Minimum Years of Experience: 4 years of experience with strong managerial and advanced technological skills and familiarity with Microsoft Office Suite, SharePoint, Project and Visio.

Functional Responsibilities: This position involves actively managing and troubleshooting Microsoft SharePoint-based projects as well as other Internet development, and are integral to success within the constraints of scope, quality, time and cost to deliver specified requirements and solutions which meet client expectations.

- Oversees technical areas as a Project Manager: web development, visual and interaction design, content development and traffic generation programs
- Collaborates with cross-functional groups on both the server side and front end through project development life cycle and communicates project status across the organization.

7. Title: Web Developer (HTML)

Minimum Education: Bachelor's Degree in Computer Science or related field and/or Microsoft Computer Certification(s)

Minimum Years of Experience: 4 Years or more of board documented experience with specific examples of experience developing HTML and CSS stylesheets within a SharePoint environment.

Functional Responsibilities: This position involves working within the SharePoint web development throughout the entire project life cycle

- Leads development and implementation of features, web parts, and information/data management using HTML, CSS and emerging Frontend development technologies.
- When necessary will use Microsoft SharePoint Designer to customize the UI.

8. Title: Web Developer (Scripting)

Minimum Education: Bachelor's Degree in Computer Science or related field and/or Microsoft Computer Certification(s)

Minimum Years of Experience: 4 Years or more of board documented experience with SharePoint technologies with specific examples of experience deploying, administering, and configuring SharePoint 2007-2013 and other Internet environments

Functional Responsibilities: This position involves leading SharePoint web development throughout the entire project life cycle including: application architecture, site layout/user interface, frontend programming, and .NET development.

- Assists in planning and documentation of projects related to the development and maintenance of the SharePoint environments.
- In collaboration with other team members, assists in the overall management of the SharePoint environment from both an operational perspective and an end-user perspective.
- Leads development and implementation of site layouts, site templates, user navigation, features, web parts, and information/data management using JavaScript, CSS and emerging Frontend development technologies.
- When necessary will use Microsoft SharePoint Designer and/or Visual Studio to customize the UI.
- Familiar with SharePoint workflow solutions using workflow engine and other technologies to include custom forms and InfoPath.
- Familiar with SharePoint security architecture and management of user population.

9. Title: Quality Assurance/Testing

Minimum Education: Bachelor Degree in Computer Science or a related field

Minimum Years of Experience: 4 or more years of documented track record in Internet/SharePoint testing with creating and executing quality assurance test plans, scenarios, cases, checklists, and scripts.

Functional Responsibilities: This position involves establishing an sustaining quality assurance processes, practices, methods, tools and controls in support of Internet and SharePoint website development and sustainment lifecycle. Duties include:

- Map business requirements, functional and technical specifications to test scenarios, cases, and scripts.
- Construct and review test plans, scenarios, cases and scripts, ensuring that requirement coverage is adequate and business requirements, functional specifications and designs are linked to test artifacts.
- Provide status and make recommendations on meeting test criteria and production rollout readiness.
- Monitor and communicate with project and business resources to ensure functional and technical specifications and designs fulfill the requirements quality criteria.

10. Title: Writer/Editor

Minimum Education: Bachelor Degree in Marketing, Communications, Journalism, English or a related field/experience

Minimum Years of Experience: 4 or more years including but not restricted to online, writing and editing, intermediate skill in Microsoft Office products, including Word, PowerPoint, and PDF documentation.

Functional Responsibilities: This position involves writing and editing web content. Write and/or perform regular editorial reviews of content.

- Intermediate knowledge of various English-language standards (U.S., U.K., Australian, Canadian, etc.) and the ability to produce and edit written materials using such standards and complying with stakeholder guidelines.

11. Title: Content Manager

Minimum Education: Bachelor Degree in Marketing, Communications, Journalism, English or a related field

Minimum Years of Experience: 4 years online content development, writing or editing. Intermediate skill in Microsoft Office Products, including Word, PowerPoint, and experience modifying PDF documents.

Functional Responsibilities: This position involves managing web content and developing new website features and content areas. Perform regular quality checks to ensure accuracy, timeliness and relevance of content.

- Collaborate with your team and web site users to identify online communications needs and implement online strategies to meet those needs.

12. Title: Trainer

Minimum Education: Bachelor Degree in Computer Science or a related field

Minimum Years of Experience: 2 or more years with SharePoint training with training material examples

Functional Responsibilities: This position involves delivering comprehensive, customized training in both a classroom and one to one setting involving multiple audiences.

- Develop, maintain and update training material to deliver messages on a variety of different topics. Develop training materials as needed.
- Customize job aids and training content to various audiences.
- Utilize effective training strategies to drive positive business results within Operations.
- Ability to translate technical information and processes into easy-to-understand training presentations and documentation.