



U.S. General Services Administration

Price List for GSA Federal Supply Schedule

July 2, 2013

Contract No: GS-35F-0513T

GSA

70

GSA

IT ACQUISITION
CENTER

Prepared by:

FutureNet Group, Inc.

FUTURENET GROUP
CONSTRUCTION • TECHNOLOGY • SECURITY • ENERGY & ENVIRONMENTAL

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TABLE OF CONTENTS- PRICELIST

- 1. Information For Ordering Activities**
- 2. Terms and Conditions Applicable to Information Technology (IT) Professional Services (Special Item Number 132-51)**
- 3. Products and Services Pricelist**
- 4. Blanket Purchase Agreement (BPA's)**
- 5. Contractor Team Agreement**

SIN offered: 132-51

1
**INFORMATION FOR
ORDERING ACTIVITIES**

**INFORMATION FOR ORDERING ACTIVITIES
APPLICABLE TO SPECIAL ITEM NUMBER - 132-51
(IT - Professional Services)**

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!™ online 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:

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

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

Offerors are requested to check one of the following boxes:

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

2. CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION:

FUTURENET GROUP, INC.
12801 AUBURN STREET,
DETROIT, MICHIGAN - 48223

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.

Solicitation No. FCIS-JB-980001-B (Refresh #23) July 2, 2013

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

Phone: (313) 544-7117

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. STATICAL 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: [933 549 230](#)

Block 30: Type of Contractor - A

A. Small Disadvantaged Business

Block 36: Contractor's Taxpayer Identification Number (TIN): [38-3217146](#)

4a. CAGE Code: [3 DB 92](#)

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](#)

[To Be Negotiated](#) Days

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.

Solicitation No. FCIS-JB-980001-B (Refresh #23) July 2, 2013

7. **DISCOUNTS:** Prices shown are NET Prices; Basic Discounts have been deducted.

- a. Prompt Payment: 1% -7 days from receipt of invoice or date of acceptance, whichever is later?
- b. Quantity
- c. Dollar Volume
- d. Government Educational Institutions
Government Educational Institutions are offered the same discounts as all other Government customers
- e. Other

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:**

10. **SMALL REQUIREMENTS:** The minimum dollar value of orders to be issued is **\$100.00**

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

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

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

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

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

13.1 **FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPS PUBS):**

Information Technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with the applicable "FIPS Publication." Federal Information Processing Standards Publications

Solicitation No. FCIS-JB-980001-B (Refresh #23) July 2, 2013

(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.

NOTE: Refer to FAR Part 31.205-46 Travel Costs, for allowable costs that pertain to official company business travel in regards to this contract.

(c) Certifications, Licenses and Accreditations: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.

(d) Insurance: As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.

Solicitation No. FCIS-JB-980001-B (Refresh #23) July 2, 2013

- (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:

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

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

Solicitation No. FCIS-JB-980001-B (Refresh #23) July 2, 2013

17. PURCHASE OF OPEN MARKET ITEMS

NOTE: Open Market Items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Supply Schedule contract. ODCs (Other Direct Costs) are not part of this contract and should be treated as open market purchases. Ordering Activities procuring open market items must follow FAR 8.402(f).

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

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

18. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS

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

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

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

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:

Will be provided prior to executing the order

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

Solicitation No. FCIS-JB-980001-B (Refresh #23) July 2, 2013

activity support will be provided on a reimbursable basis, and will only be provided to the Contractor's technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this contract.

20. BLANKET PURCHASE AGREEMENTS (BPAs)

The use of BPAs under any schedule contract to fill repetitive needs for supplies or services is allowable. BPAs may be established with one or more schedule contractors. The number of BPAs to be established is within the discretion of the ordering activity establishing the BPA and should be based on a strategy that is expected to maximize the effectiveness of the BPA(s). Ordering activities shall follow FAR 8.405-3 when creating and implementing BPA(s).

21. CONTRACTOR TEAM ARRANGEMENTS

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

INSTALLATION, DEINSTALLATION, REINSTALLATION

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

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:

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.

Solicitation No. FCIS-JB-980001-B (Refresh #23) July 2, 2013

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

(a) The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.

(b) Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective—

(1) For such period as the laws of the State in which this contract is to be performed prescribe; or
(2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.

(c) The Contractor shall insert the substance of this clause, including this paragraph (c), in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and maintain the insurance required in the Schedule or elsewhere in the contract. The Contractor shall maintain a copy of all subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.

26. SOFTWARE INTEROPERABILITY

Offerors are encouraged to identify within their software items any component interfaces that support open standard interoperability. An item's interface may be identified as interoperable on the basis of participation in a Government agency-sponsored program or in an independent organization program. Interfaces may be identified by reference to an interface registered in the component registry located at <http://www.core.gov>.

27. ADVANCE PAYMENTS

A payment under this contract to provide a service or deliver an article for the United States Government may not be more than the value of the service already provided or the article already delivered. Advance or pre-payment is not authorized or allowed under this contract. (31 U.S.C. 3324)

2
TERMS AND CONDITIONS
APPLICABLE TO
IT PROFESSIONAL SERVICES
(SIN – 132-51)

**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 (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.

Solicitation No. FCIS-JB-980001-B (Refresh #23) July 2, 2013

- 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.

Solicitation No. FCIS-JB-980001-B (Refresh #23) July 2, 2013

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.

Solicitation No. FCIS-JB-980001-B (Refresh #23) July 2, 2013

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 II – Feb 2002) (Deviation – May 2003) 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 – Feb 2002) (Deviation – May 2003)) 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 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.

Solicitation No. FCIS-JB-980001-B (Refresh #23) July 2, 2013

16. DESCRIPTION OF IT SERVICES AND PRICING

a. Description of each type of IT Service offered under Special Item Numbers 132-51. A description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service are as indicated below:

Commercial Job Title: **Project Manager**

Minimum/General Experience: *B.S. in Computer Science, Engineering or similar discipline and Ten years of industry experience of which Three must be in management of teams of software engineers*

Functional Responsibility: **Project Planning, Budgeting, Management, and Execution; Managing Resources and optimization; Project Reporting and responsible for milestones and commissioning the project within allocated time and budget**

Minimum Education: **Bachelor's Degree in Computer Science, Engineering or similar discipline**

Commercial Job Title: **Program Manager**

Minimum/General Experience: *B.S. in Computer Science, Engineering or similar discipline and Ten years of industry experience of which Five must be in management of teams of software engineers.*

Functional Responsibility: **Adhering to Project Planning, Budgeting, Management, and Execution; Managing Resources and optimization for technical area; Technical Forecasting and Estimating; Technical Risk Management and Risk Mitigation; Technical Reporting and responsible for entire team technical milestones and commissioning the project within allocated time and budget**

Minimum Education: **Bachelor's Degree in Computer Science, Engineering or similar discipline**

Commercial Job Title: **Programming Engineer III**

Minimum/General Experience: **B.S. in Computer Science, Engineering or similar discipline and ten years industry experience**

Functional Responsibility: **Research, Design, Analysis, Modeling, Programming, Unit Testing; Problem Research and Analysis and Offering technical solution; Adhering to Project Management, and Execution; Technical Forecasting and Estimating; Active Participation towards Technical Risk Management and Risk Mitigation**

Minimum Education: **Bachelor's Degree in Computer Science, Engineering or similar discipline**

Commercial Job Title: **IT Systems Support/ Package Solutions / Maintenance**

Minimum/General Experience: **A.S. in Computer Science, Engineering or similar discipline and Ten years industry experience**

Functional Responsibility: **Packaged Application Installation and Maintenance; Problem Research and Analysis and Offering technical solution; System staging; Software installation and maintenance; Map and GAP analysis; Network Research, Problem Analysis and Diagnosis; Disaster Recovery**

Minimum Education: **Associate Degree in Computer Science, Engineering or similar discipline**

Commercial Job Title: **Technical Writer/Editor**

Minimum/General Experience: **A.S. in Computer Science or Literature or similar discipline and Four years industry experience**

Solicitation No. FCIS-JB-980001-B (Refresh #23) July 2, 2013

Functional Responsibility: **Convert User requirements into functional specification; Create User and Technical documentation based on Functional specification;**

Minimum Education: **Associate Degree in Computer Science, Engineering or similar discipline**

Commercial Job Title: **Data Management Specialist (DBMS/RDBMS, etc)**

Minimum/General Experience: **B.S. in Computer Science, Engineering or similar discipline and Eight years industry experience B.S. in Computer Science, Engineering or similar discipline and Eight years industry experience.**

Functional Responsibility: **Research, Data Design, Data Analysis, Data Modeling, Data Mining, Data Warehousing; Database Optimization; Scripting and Programming, Unit Testing; Problem Research and Analysis and Offering technical solution; Adhering to Project Management, and Execution; Technical Forecasting and Estimating; Active Participation towards Technical Risk Management and Risk Mitigation**

Minimum Education: **Bachelor's Degree in Computer Science, Engineering or similar discipline**

Commercial Job Title: **Architectural Consultant**

Minimum/General Experience: **Five to Ten years demonstrated performance in related technology. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems and applications design and implementation. This individual will have been formally trained by Microsoft in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training in infrastructure and/or development areas associated with Microsoft's products.**

Functional Responsibility: **Work with customer and project team to develop and gain consensus on Vision Scope Contribute to review of customer tasks and development of MCS strategic approaches; direct the activities of Principal Consultants, Senior Consultants, Consultants and Associate Consultants, and Sub-Contractors; Lead role in delivering technical presentations to customer; Participate in delivering technical presentations to customer staff; Participate in design review of information systems; Participate in project staffing decisions; Participate in strategic planning sessions with MCS Technical Project Manager and customer staff; Perform REJ and TCO Analysis; Provide key personal link to Microsoft technology groups; Provide quality assurance review of engagement process and deliverables; Participate in design and architecture of complex enterprise systems; Focus on one or more key lifecycle segments: opportunity, delivery or operations. Depth architecture specialties may include enterprise, industry, platform and solutions; Work with customers to align technology to their business opportunities, identify solution system interfaces, constraints, scope, cost, risks and value, document business, information, application and technology aspects of approach; Successful Solution Deployments, Business Value and Customer/Partner Satisfaction; Provide quality assurance over both sales opportunities and project delivery, make go/no-go decisions on technical approaches, engage and lead Microsoft and partner resources; Operational Excellence and Innovation- Drive IP development and reuse initiatives, drive best practice, architectural awareness initiatives; Business Strategy and Solutions; Provide technical guidance to practice management, develop business and market solutions and strategies, align with and support Microsoft product and strategy teams**

Education: **Bachelors degree and Masters Degree or industry equivalent experience.**

Solicitation No. FCIS-JB-980001-B (Refresh #23) July 2, 2013

Commercial Job Title: **Technical Project Manager**

Minimum/General Experience: **Five to fifteen years demonstrated performance in related technology and project management. Experienced in business development and managing projects involving such complex networks, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been formally trained by Microsoft in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training in infrastructure and/or development areas associated with Microsoft's products.**

Functional Responsibility: **The Technical Project Manager is Functional Responsibility responsible for overseeing the delivery of a product/service/solution and associated resources within the constraint of schedule, features/functionality, and budget during one or more key lifecycle segments: opportunity, delivery or operations; Manages key deliverables and associated activities; strong business development skills in needs requirements and business case for projects, strong cross-group collaboration with legal, sales, product development, partners and support, support the Services Executive and Engagement Manager in closing services sales; Responsible for planning, executing, and controlling; Scope of project work, work objectives, and deliverables, development of duration estimates and schedule, development of cost estimates, performance management of scope, schedule, resources and cost, project infrastructure to support communications and information needs, use and reuse of Intellectual Capital, support practice management in benchmarking and lessons learned to identify best practice and process improvements, continuous management of risk and quality to meet/exceed conditions of satisfaction, thought leader in project management in one or more key lifecycle segments: opportunity, delivery or operations, strong people management skills to direct virtual teams**

Education: **Bachelor's or Masters degree or industry equivalent experience. Certification by the Project Management Institute (PMI®)**

Commercial Job Title: **Senior Consultant**

Minimum/General Experience: **Five to fifteen years demonstrated performance in related technology. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been formally trained by Microsoft in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training in infrastructure and/or development areas associated with Microsoft's products.**

Functional Responsibility: **Analyze technical requirements and develop effective technical solutions; Direct the activities of other Senior Consultants, Consultants and Associate Consultants; Lead role in conceiving architectural designs & current environment assessment; Lead role in delivering technical presentations to customer; Manage specific tasks including directing the efforts of selected MCS and customer staff; Meet/interview customer to capture specific requirements in concise format; Participate in design of information systems; Perform in the role of Enterprise or Partner Strategy Consultant; Perform Rapid Economic Justification (REJ) and Total Cost of Ownership (TCO) Analysis; Provide key personal link to Microsoft technology groups; Provide leadership and guidance to support the implementation**

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Solicitation No. FCIS-JB-980001-B (Refresh #23) July 2, 2013

of large systems including methodology, design approaches, and architectural and engineering considerations; Provide quality assurance review of engagement processes and deliverables; Serve as Technical Project Manager; Work with customer staff to implement customer technology (e.g., testing, documentation, meeting user expectations)

Education: Bachelor's or Masters degree or industry equivalent experience.

Commercial Job Title: Consultant

Minimum/General Experience: Five plus years demonstrated performance in related technology. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems design and implementation. Microsoft will have formally trained this individual in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training associated with Microsoft's products.

Functional Responsibility: Analyze technical requirements and develop effective technical solutions; Assist in conceiving architectural designs; Assist in delivering technical presentations to customer staff; Assist in the implementation of large systems including methodology, design approaches, and architectural and engineering considerations; Design and write code as required for selected customer systems; Assist in infrastructure design and deployment activities; Develop documentation on selected customer systems and objectives; Meet/interview customer to capture specific requirements in concise format; Perform in the role of Enterprise or Partner Strategy Consultant; Provide key personal link to Microsoft technology groups; Serve as Technical Project Lead; Work with customer staff to implement customer technology (e.g., testing, documentation, meeting user expectations); Work with customer staff to support technical strategy and control objectives

Education: Bachelor's degree or industry equivalent experience.

Commercial Job Title: Associate Consultant

Minimum/General Experience: One to five years demonstrated performance or internship in related technology. Experienced in topic such complex networks, cross-platform integration and large-scale, complex systems design and implementation. Microsoft will have formally trained this individual in product futures and relevant Certified Training associated with Microsoft's products.

Functional Responsibility: Assist in delivering technical presentations to customer staff; Design and write code as required for selected customer systems; Assist in infrastructure design and deployment activities; Develop documentation on selected customer systems and objectives; Directly involved in the hands-on implementation of customer systems; Provide Technical Writing and Documentation support; Work with customer staff personnel to support technical strategy and control objectives

Education: Bachelor's degree or industry equivalent experience.

Commercial Job Title: Technician V

Minimum/General Experience: Eight or more years demonstrated performance in related technology. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been trained in one or more of the following areas: Microsoft Solutions Framework,

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Customized Solutions for Environment and Infrastructure Improvement Through Innovative Technologies

Solicitation No. FCIS-JB-980001-B (Refresh #23) July 2, 2013

product futures, and relevant Certified Training associated with Microsoft's products.

Functional Responsibility: Participate in strategic planning sessions with MCS Technical Project Manager and customer staff; Participate in delivering technical presentations to customer staff; Serve as Technical Project Manager; Analyze technical requirements and develop effective technical solutions; Lead role in conceiving architectural designs; Lead role in current environment assessment

Education: Bachelor's degree or industry equivalent experience

Commercial Job Title: Technician IV

Minimum/General Experience: Five to eight years demonstrated performance in related technology. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been trained in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training associated with Microsoft's products.

Functional Responsibility: Analyze technical requirements and develop effective technical solutions; Assist in conceiving architectural designs; Assist in delivering technical presentations to customer staff; Assist in the implementation of large systems including methodology, design approaches, and architectural and engineering considerations; Design and write code as required for selected customer systems; Assist in infrastructure design and deployment activities; Directly involved in the hands-on implementation of customer systems; Lead role in conceiving architectural designs; Lead role in current environment assessment; Meet/interview customer to capture specific requirements in concise format; Participate in design of information systems; Work with MCS & customer staff to support technical strategy and control objectives

Education: Bachelor's degree or industry equivalent experience

Commercial Job Title: Technician III

Minimum/General Experience: Five plus years demonstrated performance in related technology. Experienced in topic such complex networks, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been trained in product futures, and relevant Certified Training associated with Microsoft's products.

Functional Responsibility: Assist in delivering technical presentations to customer staff; Design and write code as required for selected customer systems; Assist in infrastructure design and deployment activities; Develop documentation on selected customer systems and objectives; Directly involved in the hands-on implementation of customer systems; Meet/interview customer to capture specific requirements in concise format; Work with MCS & customer staff personnel to support technical strategy and control objectives

Education: Bachelor's degree or industry equivalent experience.

Commercial Job Title: Technician II

Minimum/General Experience: Three to five years demonstrated performance in related technology. Experienced in topic such complex networks, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been trained in product futures, and relevant Certified Training associated with Microsoft's products.

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Solicitation No. FCIS-JB-980001-B (Refresh #23) July 2, 2013

Functional Responsibility: Assist in delivering technical presentations to customer staff; Design and write code as required for selected customer systems; Assist in infrastructure design and deployment activities; Develop documentation on selected customer systems and objectives; Directly involved in the hands-on implementation of customer systems; Work with MCS & customer staff personnel to support technical strategy and control objectives

Education: Bachelor's degree or industry equivalent experience.

Commercial Job Title: Technician I

Minimum/General Experience: One to five years demonstrated performance or internship in related technology. Experienced in topic such complex networks, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been trained in product futures, and relevant Certified Training associated with Microsoft's products.

Functional Responsibility: Design and write code as required for selected customer systems; Assist in deployment activities; directly involved in the hands-on implementation of customer systems; Provide Technical Writing and Documentation support; Work with MCS and customer staff to support technical strategy and control objectives

Education: Bachelor's degree or industry equivalent experience.

Commercial Job Title: Associate Technician

Minimum/General Experience: Experienced in topic such networks, integration and systems design and implementation.

Functional Responsibility: Develop documentation on selected customer systems and objectives; Provide Technical Writing and Documentation support

Education: Industry equivalent experience.

Commercial Job Title: Technical Account Manager

Minimum/General Experience: Five to fifteen years demonstrated performance in related technology and Account management. Experienced in business development and managing projects involving such complex networks, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been formally trained by Microsoft in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training in infrastructure and/or development areas associated with Microsoft's products.

Functional Responsibility: The Technical Account Manager is responsible for overseeing the delivery of a product/service/solution and associated resources within the constraint of schedule, features/functionality, and budget during one or more key lifecycle segments: opportunity, delivery or operations; Manages key deliverables and associated activities; Strong business development skills in needs requirements and business case for projects, strong cross-group collaboration with legal, sales, product development, partners and support, support the Services Executive and Engagement Manager in closing services sales; Responsible for planning, executing, and controlling; Scope of project work, work objectives, and deliverables, development of duration estimates and schedule, development of cost estimates, performance management of scope, schedule, resources and cost, project

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Customized Solutions for Environment and Infrastructure Improvement Through Innovative Technologies

Solicitation No. FCIS-JB-980001-B (Refresh #23) July 2, 2013

infrastructure to support communications and information needs, use and reuse of Intellectual Capital, support practice management in benchmarking and lessons learned to identify best practice and process improvements, continuous management of risk and quality to meet/exceed conditions of satisfaction, thought leader in project management in one or more key lifecycle segments: opportunity, delivery or operations, strong people management skills to direct virtual teams

Education: **Bachelor's or Masters degree or industry equivalent experience.**

Commercial Job Title: **Application Development Consultant**

Minimum/General Experience: **Five to Ten years demonstrated performance in related technology. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems and applications design and implementation. This individual will have been formally trained by Microsoft in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training in infrastructure and/or development areas associated with Microsoft's products.**

Functional Responsibility: **Contribute to review of customer tasks and development of MCS strategic approaches; Direct the activities of other Senior Consultants, Consultants and Associate Consultants; Lead role in delivering technical presentations to customer; Meet/interview customer to capture specific requirements in concise format; Participate in delivering technical presentations to customer staff; Participate in design of information systems; Participate in project staffing decisions; Participate in strategic planning sessions with MCS Technical Project Manager and customer staff; Perform Rapid Economic Justification (REJ) and Total Cost of Ownership (TCO) Analysis; Provide key personal link to Microsoft technology groups; Provide quality assurance review of engagement process and deliverables; Provide technical expertise in designing and architecting systems**

Education: **Bachelor's or Masters degree or industry equivalent experience.**

Commercial Job Title: **AutoCAD Technician**

Minimum/General Experience: **B.S. in Computer Science, Engineering or similar discipline and Ten years of industry experience of which Three must be in management of teams of software engineers**

Functional Responsibility: **Relies on instructions and pre-established guidelines to perform the functions of the job, Schematic drawings, wiring diagrams, Shop drawings, and conceptual drawings. Prototype drawings and all kinds of technical illustrations**

Education: **Bachelor's or Master's degree or industry equivalent experience.**

Commercial Job Title: **Business Systems Specialist**

Minimum/General Experience: **2-4 years of experience in the field or in a related area. Transforms initial rough product designs using computer aided design (CAD) into working documents. Reviews engineering drawing and designs to ensure adherence to established specifications and standards.**

Functional Responsibility: **Gather data, research usage questions and/or software defects, conduct problem diagnosis and implement a timely resolution. Provide software support and**

Solicitation No. FCIS-JB-980001-B (Refresh #23) July 2, 2013

conduct business analyst support for clients via telephone and email. On-site visits are routinely required. Provide in-depth technical and business assistance to customers and internal staff. Interface with internal development staff on software issues and consult with customers on recommended business practices. Review and edit documentation and FAQs. Conduct training seminars in-house or via the web to customers.

Education: Bachelor's degree in computer science, or related field.

Commercial Job Title: **Database Administrator**

Minimum/General Experience: **Eight or more years demonstrated performance in related technology. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been trained in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training associated with Microsoft's products.**

Functional Responsibility: **security Ensuring compliance with database vendor license agreement. Controlling and monitoring user access to the database. Monitoring and optimizing the performance of the database. Planning for backup and recovery of database information. Maintaining archived data on tape. Backing up and restoring the database. Contacting database vendor for technical support**

Education: **Bachelor's Degree in a related area.**

Commercial Job Title: **Database Analyst III**

Minimum/General Experience: **4-6 years of experience in the field or in a related area. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been trained in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training associated with Microsoft's products.**

Functional Responsibility: **Reviews, evaluates, designs, implements and maintains company database[s]. Identifies data sources, constructs data decomposition diagrams, provides data flow diagrams and documents the process. Writes codes for database access, modifications, and constructions including stored procedures. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. Typically reports to a project leader or manager. A wide degree of creativity and latitude is expected.**

Education: **Bachelor's Degree in a related area.**

Commercial Job Title: **Documentation Specialist**

Minimum/General Experience: **4-6 years of experience in the field or in a related area. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been trained in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training associated with Microsoft's products.**

Functional Responsibility: **Prepares and/or maintains documentation pertaining to programming, systems operation and user documentation. Translates business specifications**

Solicitation No. FCIS-JB-980001-B (Refresh #23) July 2, 2013

into user documentation. Plans, writes, and maintains systems and user support documentation efforts, including online help screen. May require an associate's degree or its equivalent and 2-4 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Education: **Require an Associate's Degree**

Commercial Job Title: GIS Specialist

Minimum/General Experience: 6 years of experience in the field or in a related area. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been trained in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training associated with Microsoft's products.

Functional Responsibility: Utilizes Geographic Information System techniques to provide a better understanding of certain variables in a given geographic location. Extracts data from GIS software and uses varying analysis methods to arrive at results. Recommends appropriate reactionary strategies in response to GIS analysis. Provides maps and data sets to clients to supplement analysis. Knowledgeable of GIS software and technology. Works in conjunction with CADD drafters and technicians. Has knowledge of commonly-used concepts, practices, and procedures within a particular field.

Education: Bachelor's Degree in a related area.

Commercial Job Title: Help Desk Specialist

Minimum/General Experience: at least 7 years of experience in the field. Provide resolutions that often belong in an FAQ or knowledge base. Team responsible for managing the issues, commonly called queue managers or queue supervisors. Responsible for the network software, hardware and infrastructure such as servers, switches, backup systems and firewalls. They are responsible for the network services such as email, file, and security. The help desk will assign the network team issues that are in their field of responsibility.

Functional Responsibility: Manages its requests via help desk software, such as an issue tracking system. Manages a team of support personnel who troubleshoot IT issues. Implements policies and procedures regarding how problems are identified, received, documented, distributed, and corrected. Ensures maximum issue resolutions in minimum time. Evaluates new information systems products or services and suggests changes to existing products or services to better aide the end user.

Education: Bachelor's Degree in a related area.

Commercial Job Title: IT Architect

Minimum/General Experience: Five to Ten years demonstrated performance in related technology. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems and applications design and implementation. This individual will have been formally trained by Microsoft in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training in

Solicitation No. FCIS-JB-980001-B (Refresh #23) July 2, 2013

infrastructure and/or development areas associated with Microsoft's products.

Functional Responsibility: Works closely with Project manager as the Microsoft Advocate and sole or shared Technical lead to ensure development or analysis or deployment remains on schedule and in line with the current capabilities and future directions of Microsoft products.

Education: Bachelor's Degree in a related area.

Commercial Job Title: IT Subject Matter Specialist

Minimum/General Experience: 6 years of experience in the field or in a related area. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been trained in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training associated with Microsoft's products.

Functional Responsibility: A subject matter expert understands, articulates, and implements best practices related to their area of expertise. Depending on the work environment, the subject matter expert may lead or be an active participant of a work-group with the need for specialized knowledge. The subject matter expert provides guidance on how their area of capability can resolve an organizational need, and actively participates in all phases of the software development life cycle.

Education: Bachelor's Degree in a related area.

Commercial Job Title: Medical Transcriptionist

Minimum/General Experience: 6 years of experience in the field or in a related area. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been trained in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training associated with Microsoft's products.

Functional Responsibility: Transcribe dictation for a variety of medical reports, such as patient histories, physical examinations, emergency room visits, operations, chart reviews, consultation, or discharge summaries. Review and edit transcribed reports or dictated material for spelling, grammar, clarity, consistency, and proper medical terminology. Distinguish between homonyms and recognize inconsistencies and mistakes in medical terms, referring to dictionaries, drug references, and other sources on anatomy, physiology, and medicine. Return dictated reports in printed or electronic form for physician's review, signature, and corrections and for inclusion in patients' medical records. Translate medical jargon and abbreviations into their expanded forms to ensure the accuracy of patient and health care facility records. Take dictation using either shorthand or a stenotype machine, or using headsets and transcribing machines; then convert dictated materials or rough notes to written form. Identify mistakes in reports and check with doctors to obtain the correct information. Perform data entry and data retrieval services, providing data for inclusion in medical records and for transmission to physicians. Produce medical reports, correspondence, records, patient-care information, statistics, medical research, and administrative material. Answer inquiries concerning the progress of medical cases, within the limits of confidentiality laws.

Solicitation No. FCIS-JB-980001-B (Refresh #23) July 2, 2013

Education: **Require an Associate's Degree or a CMT with at least 5 years of experience in the field.**

Commercial Job Title: **Network Engineer III**

Minimum/General Experience: **Four to Six years of experience in the field or in a related area. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems design and implementation.**

Functional Responsibility: **Assists in the development and maintenance of network communications. Uses knowledge of LAN/WAN systems to help design and install internal and external networks. Tests and evaluates network systems to eliminate problems and make improvements.**

Education: **Bachelor's Degree in a related area.**

Commercial Job Title: **Network Systems Administrator**

Minimum/General Experience: **Four to Six years of experience in the field or in a related area. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems design and implementation. Maintains network infrastructure such as switches and routers, and diagnoses problems with these or with the behavior of network attached computers.**

Functional Responsibility: **Installing, supporting and maintaining servers or other computer systems, and planning for and responding to service outages and other problems. Scripting or light programming, project management for systems-related projects, supervising or training computer operators, and being the consultant for computer problems. Analyzing system logs and identifying potential issues with computer systems. Introducing and integrating new technologies into existing data center environments. Performing routine audits of systems and software. Performing backups. Applying operating system updates, patches, and configuration changes. Installing and configuring new hardware and software. Adding, removing, or updating user account information, resetting passwords, etc. Answering technical queries and dealing with often frustrated users.**

Education: **Bachelor's Degree in a related area.**

Commercial Job Title: **Technical Support Manager**

Minimum/General Experience: **Four to Six years of experience in the field or in a related area. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems design and implementation. Maintains network infrastructure such as switches and routers, and diagnoses problems with these or with the behavior of network attached Computers. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. Leads and directs the work of others.**

Functional Responsibility: **Manages technical service-related operations for an organization. Oversees the work of engineering, IT or maintenance staff to ensure that all jobs are completed on time, within budget, and to customer specifications. Ensures that physical inventory levels are monitored and replenished as needed. Responsible for designing and**

Solicitation No. FCIS-JB-980001-B (Refresh #23) July 2, 2013

implementing improved process or operational policies. Recommends changes to products or services to fulfill customer needs.

Education: Bachelor's Degree in a related area or a wide degree of creativity and latitude is expected.

Commercial Job Title: Programmer Analyst

Minimum/General Experience: Five to Seven years of experience in the field or in a related area. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems design and implementation. Relies on extensive experience and judgment to plan and accomplish goals. Familiar with relational databases and client-server concepts.

Functional Responsibility: Develop, monitor and support SAP Business Intelligence and Data Warehouse and reporting solutions. Provide solutions and consulting services with technical expertise in SAP BW, R/3 and ABAP/4. Create data models, provide design support, and manage data, support of global and cross-functional metadata definition, as well as cross-functional technical design support for SAP BW/BI (Business Warehouse / Business Intelligence) project teams related to FI/CO, SD, MM and HCM/HR modules. Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and installing to support an organization's application systems. Consults with users to identify current operating procedures and to clarify program objectives. Expected to write documentation to describe program development, logic, coding, and corrections. Writes manual for users to describe installation and operating procedures.

Education: Bachelor's Degree in a related area.

Commercial Job Title: Quality Assurance

Minimum/General Experience: Four to Six years of experience in the field or in a related area. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems design and implementation. Relies on extensive experience and judgment to plan and accomplish goals. Manages a group of quality assurance analysts who test, evaluate, and validate IT initiatives and identify issues in software or services. Analyzes discrepancies in service or performance and makes recommendations for product or service updates.

Functional Responsibility: Support testing a set of products that includes embedded software and a data intensive website. Learn new techniques and technologies easily. Execute test cases, find ambiguities in requirements. Conduct White box and Grey box testing. Improve and expand existing test plans to cover new requirements and functionality. Code new test cases in automated software testing tools. Continue to improve the quality of the code base.

Education: Bachelor's Degree in a related area.

Commercial Job Title: Quality Assurance Specialist

Minimum/General Experience: Four to Six years of experience in the field or in a related area. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems design and implementation. Relies on extensive experience and

Solicitation No. FCIS-JB-980001-B (Refresh #23) July 2, 2013

judgment to plan and accomplish goals Manages a group of quality assurance analysts who test, evaluate, and validate IT initiatives and identify issues in software or services. Analyzes discrepancies in service or performance and makes recommendations for product or service updates.

Functional Responsibility: The responsibility includes working as a domain expert in diverse strategic complex Enterprise initiatives within VOIP Provisioning arena. This involves in-depth knowledge of the business process, Network, Provisioning systems involved. The position will need strong partnership with business counterpart to evaluate business need. The responsibility includes building a strong business / end to end flow ownership among the certification team. The position will require successful partnership with development teams, E2E/IST and other System Test organizations, project PMs to collaborate and communicate issues/risks to make the certification process visible, effective and on-time. The position will require ability to transform functional, business and system knowledge into effective test case planning and execution. Work with development organization to resolve issues on a timely manner. Prepare daily status reports with Progression and Regression results including issues, if any. Strong analytical skill and ability to solve complex business problems will be required.

Education: Bachelor's Degree in a related area.

Commercial Job Title: System Analyst

Minimum/General Experience: Four to Five years of experience in the field or in a related area. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems design and implementation. Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and installing to support an organization's application systems

Functional Responsibility: Systems Analyst with programming and business application experience to evaluate needs, define and write detailed specifications, create flowcharts, write code, build databases, develop interfaces between applications, provide training, implement solutions, document existing or new systems, and support end-users. Help us close the systems loop by documenting existing processes and building new efficiencies. Work with our team of inside support departments and outside sales staff. Must exhibit strong documentation and project management skills. Must be knowledgeable in business processes which include General Ledger, Inventory Control, Customer Order Entry, Purchasing, Planning, Forecasting and Financial Applications.

Education: Bachelor's Degree in a related area.

Commercial Job Title: Web Designer

Minimum/General Experience: Two to Five years of experience in the field or in a related area. Designs and constructs web pages/sites including incorporating graphic user interface (GUI) features and other techniques. Maintains and provides ongoing design of the website, promos and ad banners, seasonal content specials and custom chat launcher design for partners.

Functional Responsibility: This position uses programming and creative skills to translate the Rady School's marketing themes into web images, graphics, and information and uses these skills to drive traffic to our website. The position is responsible for our website's graphic

Solicitation No. FCIS-JB-980001-B (Refresh #23) July 2, 2013

design, organization, implementation, integration, and user friendliness. Using HTML, CSS, ASP, and JavaScript, the position implements front and back end creative and technical aspects of the website. The Web Designer evaluates the marketing effectiveness of web pages using Google Analytics, continually introduces new technologies and ideas to refresh our brand, and ensures the adherence to web standards & best practices.

Education: Bachelor's Degree in a related area.

Commercial Job Title: **Principal Consultant**

Minimum/General Experience: **more than twelve years of experience in the field or in a related area. Develops project budgets and work schedules; approves estimates. The Principal Consultant oversees the accuracy, completeness, and compliance (to internal and external expectations) of the project deliverables and project governance. The Principal Consultant must be perceived as an expert in the in some technical domain both within Company's and the IT industry.**

Functional Responsibility: **The Principal Consultant is also responsible for technical oversight, execution and delivery of planned project deliverables and milestones that assist clients in learning, understanding and applying software security methodologies. Responsible for client support from account planning through pre-sales, delivery, execution and customer care satisfaction. Must balance outstanding client services with effective optimization of resource utilization. Must understand and advocate the technical needs of the customer, and define and control project scope and complexity while ensuring customer satisfaction through outstanding execution. Provides thought leadership as a subject matter expert to the both Company's staff and Company's clients. Provides guidance and mentor employees in technical skills. The Principal Consultant may act as the technical or functional lead on a customer facing engagement and provide technical direction to project teams on a daily basis the Principal Consultant oversees the accuracy, completeness, and compliance (to internal and external expectations) of the project deliverables and project governance.**

Education: Bachelor's Degree in a related area and requires an architect's license.

Commercial Job Title: **General Manager**

Minimum/General Experience: **more than twelve years of experience in the field or in a related area. Develops project budgets and work schedules; approves estimates. Oversees the accuracy, completeness, and compliance of the project deliverables and project governance. The Principal Consultant must be perceived as an expert in the in some technical domain both within Company's and the IT industry. Managed Planning administration, HR management, Project management, Marketing and PR, Financial management, Production/QC, Administrative management.**

Functional Responsibility: **A minimum of five years of experience in personnel management, including hiring, supervision, evaluation and benefits administration. A minimum of three years of experience working with a board of directors and committees. College graduate or equivalent experience. Proven skills in business and financial management. Demonstrated ability to work with student member - owners. Demonstrated ability to work in a proactively diverse and inclusive organization. Excellent, proven interpersonal, verbal and written**

Solicitation No. FCIS-JB-980001-B (Refresh #23) July 2, 2013

communications skills. Demonstrated ability to manage and supervise a staff team. Effective problem - solving and mediation skills. Demonstrated ability to share skills and knowledge with others. Proficiency with office computer equipment and software
Education: **Bachelor's Degree in a related area.**

Commercial Job Title: **Practice Manager**

Minimum/General Experience: **more than Seven years of experience in the field or in a related area. Develops project budgets and work schedules; approves estimates. Plans for an area's future needs and operations. Manages related costs and methods. Ensures department productivity and quality assurance standards are met in addition to compliance with applicable state/federal regulations**

Functional Responsibility: **Oversees team to ensure established Revenue Cycle guidelines, policies and procedures are followed in order to maintain the integrity of information utilized for scheduling, registration, coding, billing, and accurate claims submission. Provides overall support and management of assigned associates with responsibility for quality improvement activities and meeting client/customer service expectations. Responsible for career development/planning, performance and pay discussions of team members. Responsible for development and facilitation of onsite revenue cycle training and To ensure seamless knowledge transfer of best practices and systems procedures. Accountable for the day to day operations of an area managing processes, programs and or initiatives. Defines roles and responsibilities. Establishes and influence operating policies.**

Education: **Bachelor's Degree in a related area.**

Commercial Job Title: **Engagement Manager**

Minimum/General Experience: **more than five years of experience in the field or in a related area. Project delivery, measured in customer satisfaction, budget, and time-frame adherence, and typically manages between six and eight customer projects at once. One of trusted adviser to the customer and actively contributes to the success of all client engagements through a combination of delivery management, client management, expectation management, implementation expertise, and understanding and execution of the company implementation methodology.**

Functional Responsibility: **Project planning and management Resource planning and allocation Set and manage project expectations with team members and stakeholders Effectively communicate project expectations and project status to team members and stakeholders in a clear and timely fashion Company's implementation methodology execution Project proposal/SOW generation Project scope, budget, and change request definition and management Proactively identify and manage risks and issues throughout the project Improve processes and project tools to aid in successful project implementation Delegate tasks and responsibilities to appropriate resources**

Education: **Bachelor's Degree in a related area.**

Solicitation No. FCIS-JB-980001-B (Refresh #23) July 2, 2013

b. Pricing for all IT Services are in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices.

Price Revision Approved – 07/02/2013

<u>LABOR CATEGOY</u>	<u>HOURLY RATE</u>	<u>EDUCATION-DEGREE GENERAL/SPECIALIZED EXPERIENCE</u>
Project Manager	\$88.00	B.S. in Computer Science, Engineering or similar discipline and Ten years of industry experience of which Three must be in management of teams of software engineers
Program Manager	\$156.94	B.S. in Computer Science, Engineering or similar discipline and Ten years of industry experience of which Five must be in management of teams of software engineers
Programming Engineer III	\$101.70	B.S. in Computer Science, Engineering or similar discipline and ten years industry experience
IT Systems Support / Package Solutions / Maintenance	\$88.00	A.S. in Computer Science, Engineering or similar discipline and Ten years industry experience
Technical Writer/Editor	\$79.36	A.S. in Computer Science or Literature or similar discipline and Four years industry experience
Data Management Specialist (DBMS/RDBMS,etc.)	\$99.86	B.S. in Computer Science, Engineering or similar discipline and Eight years industry experience
Architectural Consultant	\$355.77	B.S. in Computer Science, Engineering or similar discipline and Ten years of industry experience of which Three must be in management of teams of software engineers. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems and applications design and implementation. This individual will have been formally trained by Microsoft in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training in infrastructure and/or development areas associated with Microsoft's products.
Technical Project Manager	\$351.55	B.S. in Computer Science, Engineering or similar discipline and Ten years of industry experience of which Five must be in management of teams of software engineers. Five to fifteen years demonstrated performance in related technology and project management. Experienced in business development and managing projects involving such complex networks, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been formally trained by Microsoft in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training in infrastructure and/or development areas associated with Microsoft's products.

Solicitation No. FCIS-JB-980001-B (Refresh #23) July 2, 2013

<u>LABOR CATEGORY</u>	<u>HOURY RATE</u>	<u>EDUCATION-DEGREE GENERAL/SPECIALIZED EXPERIENCE</u>
Senior Consultant	\$318.00	B.S. in Computer Science, Engineering or similar discipline and ten years industry experience. Five to fifteen years demonstrated performance in related technology. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been formally trained by Microsoft in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training in infrastructure and/or development areas associated with Microsoft's products.
Consultant	\$291.19	A.S. in Computer Science, Engineering or similar discipline and Ten years industry experience. Five plus years demonstrated performance in related technology. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems design and implementation. Microsoft will have formally trained this individual in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training associated with Microsoft's products.
Associate Consultant	\$266.83	A.S. in Computer Science or Literature or similar discipline and Four years industry experience. One to five years demonstrated performance or internship in related technology. Experienced in topic such complex networks, cross-platform integration and large-scale, complex systems design and implementation. Microsoft will have formally trained this individual in product futures and relevant Certified Training associated with Microsoft's products.
Technician V	\$304.60	B.S. in Computer Science, Engineering or similar discipline and Eight years industry experience. Eight or more years demonstrated performance in related technology. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been trained in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training associated with Microsoft's products.

Solicitation No. FCIS-JB-980001-B (Refresh #23) July 2, 2013

<u>LABOR CATEGORY</u>	<u>HOURY RATE</u>	<u>EDUCATION-DEGREE GENERAL/SPECIALIZED EXPERIENCE</u>
Technician IV	\$282.66	A.S. in Computer Science or Literature or similar discipline and Four years industry experience. Five to eight years demonstrated performance in related technology. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been trained in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training associated with Microsoft's products.
Technician III	\$250.98	B.S. in Computer Science, Engineering or similar discipline and Eight years industry experience. Five plus years demonstrated performance in related technology. Experienced in topic such complex networks, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been trained in product futures, and relevant Certified Training associated with Microsoft's products.
Technician II	\$219.31	A.S. in Computer Science or Literature or similar discipline and Four years industry experience. Three to five years demonstrated performance in related technology. Experienced in topic such complex networks, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been trained in product futures, and relevant Certified Training associated with Microsoft's products.
Technician I	\$188.85	A.S. in Computer Science or Literature or similar discipline and Four years industry experience. One to five years demonstrated performance or internship in related technology. Experienced in topic such complex networks, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been trained in product futures, and relevant Certified Training associated with Microsoft's products.
Associate Technician	\$118.89	A.S. in Computer Science or Literature or similar discipline and Four years industry experience. Experienced in topic such networks, integration and systems design and implementation.

Solicitation No. FCIS-JB-980001-B (Refresh #23) July 2, 2013

<u>LABOR CATEGORY</u>	<u>HOURY RATE</u>	<u>EDUCATION-DEGREE GENERAL/SPECIALIZED EXPERIENCE</u>
Technical Account Manager	\$267.79	B.S. in Computer Science, Engineering or similar discipline and Ten years of industry experience of which Three must be in management of teams of software engineers. Five to fifteen years demonstrated performance in related technology and Account management. Experienced in business development and managing projects involving such complex networks, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been formally trained by Microsoft in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training in infrastructure and/or development areas associated with Microsoft's products.
Application Development Consultant	\$298.25	B.S. in Computer Science, Engineering or similar discipline and Ten years of industry experience of which Five must be in management of teams of software engineers. Five to Ten years demonstrated performance in related technology. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems and applications design and implementation. This individual will have been formally trained by Microsoft in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training in infrastructure and/or development areas associated with Microsoft's products.
AutoCAD Technician	\$87.56	B.S. in Computer Science, Engineering or similar discipline and Ten years of industry experience of which Three must be in management of teams of software engineers
Business Systems Specialist	\$115.61	B.S. in Computer Science, Engineering or similar discipline and Ten years of industry experience of which Five must be in management of teams of software engineers
Database Administrator	\$114.62	B.S. in Computer Science, Engineering or similar discipline and Ten years of industry experience of which Five must be in management of teams of software engineers
Database Analyst III	\$117.84	A.S. in Computer Science, Engineering or similar discipline and Ten years industry experience

Solicitation No. FCIS-JB-980001-B (Refresh #23) July 2, 2013

<u>LABOR CATEGORY</u>	<u>HOURLY RATE</u>	<u>EDUCATION-DEGREE GENERAL/SPECIALIZED EXPERIENCE</u>
Documentation Specialist	\$71.14	A.S. in Computer Science or Literature or similar discipline and Four years industry experience
GIS Specialist	\$83.41	B.S. in Computer Science, Engineering or similar discipline and Eight years industry experience
Help Desk Specialist	\$62.89	A.S. in Computer Science or Literature or similar discipline and Four years industry experience
IT Architect	\$146.22	B.S. in Computer Science, Engineering or similar discipline and Eight years industry experience
IT Subject Matter Specialist	\$147.84	A.S. in Computer Science or Literature or similar discipline and Four years industry experience
Medical Transcriptionist	\$43.05	A.S. in Computer Science or Literature or similar discipline and Four years industry experience
Network Engineer III	\$112.61	A.S. in Computer Science or Literature or similar discipline and Four years industry experience
Network Systems Administrator	\$98.38	B.S. in Computer Science, Engineering or similar discipline and Ten years of industry experience of which Three must be in management of teams of software engineers
Technical Support Manager	\$119.58	B.S. in Computer Science, Engineering or similar discipline and Ten years of industry experience of which Five must be in management of teams of software engineers
Programmer Analyst	\$86.96	Require a bachelor's degree in area of specialty and 4-6 years of experience in the field or in a related area
Quality Assurance	\$89.42	Require a bachelor's degree in area of specialty and 4-6 years of experience in the field or in a related area

Solicitation No. FCIS-JB-980001-B (Refresh #23) July 2, 2013

<u>LABOR CATEGORY</u>	<u>HOURLY RATE</u>	<u>EDUCATION-DEGREE GENERAL/SPECIALIZED EXPERIENCE</u>
Quality Assurance Specialist	\$110.78	Requires a bachelor's degree and 4-6 years of experience in the field or in a related area.
System Analyst	\$97.64	Requires a bachelor's degree in a related area and at least 5 years of experience in the field or in a related area
Telecommunications Analyst/Technician(Telecommunications Analyst II)	\$75.72	Requires a bachelor's degree in area of specialty
Web Designer	\$90.94	Requires a bachelor's degree in area of specialty and 4-6 years of experience in the field or in a related area.
Principal Consultant	\$337.50	Over five years of industry experience of which Three must be in management of teams of software engineers
General Manager	\$337.50	Requires a bachelor's degree in area of specialty and 4-6 years of experience in the field or in a related area.
Practice Manager	\$337.50	Requires a bachelor's degree in area of specialty and 4-6 years of experience in the field or in a related area.
Engagement Manager	\$318.00	Requires a bachelor's degree in area of specialty and 4-6 years of experience in the field or in a related area.
Project Manager III	\$318.00	Requires a bachelor's degree in area of specialty and 6-8 years of experience in the field or in a related area.

USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS

PREAMBLE

FUTURENET GROUP, INC. 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 demonstrates 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 –

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Perry@FutureNetGroup.com
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3
PRODUCTS AND SERVICES
DESCRIPTION AND
PRICE LIST

Solicitation No. FCIS-JB-980001-B (Refresh #23) July 2, 2013

A. DESCRIPTION OF IT SERVICES

Description of each type of IT Service offered under Special Item Numbers 132-51. A description of all Corresponding commercial job titles (labor categories) for those individuals who will perform the service are as indicated below:

Commercial Job Title: **Project Manager**

Minimum/General Experience: ***B.S. in Computer Science, Engineering or similar discipline and Ten years of industry experience of which Three must be in management of teams of software engineers***

Functional Responsibility: **Project Planning, Budgeting, Management, and Execution; Managing Resources and optimization; Project Reporting and responsible for milestones and commissioning the project within allocated time and budget**

Minimum Education: **Bachelor's Degree in Computer Science, Engineering or similar discipline**

Commercial Job Title: **Program Manager**

Minimum/General Experience: **B.S. in Computer Science, Engineering or similar discipline and Ten years of industry experience of which Five must be in management of teams of software engineers.**

Functional Responsibility: **Adhering to Project Planning, Budgeting, Management, and Execution; Managing Resources and optimization for technical area; Technical Forecasting and Estimating; Technical Risk Management and Risk Mitigation; Technical Reporting and responsible for entire team technical milestones and commissioning the project within allocated time and budget**

Minimum Education: **Bachelor's Degree in Computer Science, Engineering or similar discipline**

Commercial Job Title: **Programming Engineer III**

Minimum/General Experience: **B.S. in Computer Science, Engineering or similar discipline and ten years industry experience**

Functional Responsibility: **Research, Design, Analysis, Modeling, Programming, Unit Testing; Problem Research and Analysis and Offering technical solution; Adhering to Project Management, and Execution; Technical Forecasting and Estimating; Active Participation towards Technical Risk Management and Risk Mitigation**

Minimum Education: **Bachelor's Degree in Computer Science, Engineering or similar discipline**

Commercial Job Title: **IT Systems Support/ Package Solutions / Maintenance**

Minimum/General Experience: **A.S. in Computer Science, Engineering or similar discipline and Ten years industry experience**

Functional Responsibility: **Packaged Application Installation and Maintenance; Problem Research and Analysis and Offering technical solution; System staging; Software installation and maintenance; Map and GAP analysis; Network Research, Problem Analysis and Diagnosis; Disaster Recovery**

Minimum Education: **Associate Degree in Computer Science, Engineering or similar discipline**

Commercial Job Title: **Technical Writer/Editor**

Minimum/General Experience: **A.S. in Computer Science or Literature or similar discipline and Four years industry experience**

Solicitation No. FCIS-JB-980001-B (Refresh #23) July 2, 2013

Functional Responsibility: **Convert User requirements into functional specification; Create User and Technical documentation based on Functional specification;**
Minimum Education: **Associate Degree in Computer Science, Engineering or similar discipline**

Commercial Job Title: **Data Management Specialist (DBMS/RDBMS, etc)**

Minimum/General Experience: **B.S. in Computer Science, Engineering or similar discipline and Eight years industry experience B.S. in Computer Science, Engineering or similar discipline and Eight years industry experience.**

Functional Responsibility: **Research, Data Design, Data Analysis, Data Modeling, Data Mining, Data Warehousing; Database Optimization; Scripting and Programming, Unit Testing; Problem Research and Analysis and Offering technical solution; Adhering to Project Management, and Execution; Technical Forecasting and Estimating; Active Participation towards Technical Risk Management and Risk Mitigation**

Minimum Education: **Bachelor's Degree in Computer Science, Engineering or similar discipline**

Commercial Job Title: **Architectural Consultant**

Minimum/General Experience: **Five to Ten years demonstrated performance in related technology. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems and applications design and implementation. This individual will have been formally trained by Microsoft in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training in infrastructure and/or development areas associated with Microsoft's products.**

Functional Responsibility: **Work with customer and project team to develop and gain consensus on Vision Scope Contribute to review of customer tasks and development of MCS strategic approaches; direct the activities of Principal Consultants, Senior Consultants, Consultants and Associate Consultants, and Sub-Contractors; Lead role in delivering technical presentations to customer; Participate in delivering technical presentations to customer staff; Participate in design review of information systems; Participate in project staffing decisions; Participate in strategic planning sessions with MCS Technical Project Manager and customer staff; Perform REJ and TCO Analysis; Provide key personal link to Microsoft technology groups; Provide quality assurance review of engagement process and deliverables; Participate in design and architecture of complex enterprise systems; Focus on one or more key lifecycle segments: opportunity, delivery or operations. Depth architecture specialties may include enterprise, industry, platform and solutions; Work with customers to align technology to their business opportunities, identify solution system interfaces, constraints, scope, cost, risks and value, document business, information, application and technology aspects of approach; Successful Solution Deployments, Business Value and Customer/Partner Satisfaction; Provide quality assurance over both sales opportunities and project delivery, make go/no-go decisions on technical approaches, engage and lead Microsoft and partner resources; Operational Excellence and Innovation- Drive IP development and reuse initiatives, drive best practice, architectural awareness initiatives; Business Strategy and Solutions; Provide technical guidance to practice management, develop business and market solutions and strategies, align with and support Microsoft product and strategy teams**

Education: **Bachelors degree and Masters Degree or industry equivalent experience.**

Solicitation No. FCIS-JB-980001-B (Refresh #23) July 2, 2013

Commercial Job Title: **Technical Project Manager**

Minimum/General Experience: **Five to fifteen years demonstrated performance in related technology and project management. Experienced in business development and managing projects involving such complex networks, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been formally trained by Microsoft in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training in infrastructure and/or development areas associated with Microsoft's products.**

Functional Responsibility: **The Technical Project Manager is Functional Responsibility responsible for overseeing the delivery of a product/service/solution and associated resources within the constraint of schedule, features/functionality, and budget during one or more key lifecycle segments: opportunity, delivery or operations; Manages key deliverables and associated activities; strong business development skills in needs requirements and business case for projects, strong cross-group collaboration with legal, sales, product development, partners and support, support the Services Executive and Engagement Manager in closing services sales; Responsible for planning, executing, and controlling; Scope of project work, work objectives, and deliverables, development of duration estimates and schedule, development of cost estimates, performance management of scope, schedule, resources and cost, project infrastructure to support communications and information needs, use and reuse of Intellectual Capital, support practice management in benchmarking and lessons learned to identify best practice and process improvements, continuous management of risk and quality to meet/exceed conditions of satisfaction, thought leader in project management in one or more key lifecycle segments: opportunity, delivery or operations, strong people management skills to direct virtual teams**

Education: **Bachelor's or Masters degree or industry equivalent experience. Certification by the Project Management Institute (PMI®)**

Commercial Job Title: **Senior Consultant**

Minimum/General Experience: **Five to fifteen years demonstrated performance in related technology. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been formally trained by Microsoft in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training in infrastructure and/or development areas associated with Microsoft's products.**

Functional Responsibility: **Analyze technical requirements and develop effective technical solutions; Direct the activities of other Senior Consultants, Consultants and Associate Consultants; Lead role in conceiving architectural designs & current environment assessment; Lead role in delivering technical presentations to customer; Manage specific tasks including directing the efforts of selected MCS and customer staff; Meet/interview customer to capture specific requirements in concise format; Participate in design of information systems; Perform in the role of Enterprise or Partner Strategy Consultant; Perform Rapid Economic Justification (REJ) and Total Cost of Ownership (TCO) Analysis; Provide key personal link to Microsoft technology groups; Provide leadership and guidance to support the implementation**

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Solicitation No. FCIS-JB-980001-B (Refresh #23) July 2, 2013

of large systems including methodology, design approaches, and architectural and engineering considerations; Provide quality assurance review of engagement processes and deliverables; Serve as Technical Project Manager; Work with customer staff to implement customer technology (e.g., testing, documentation, meeting user expectations)

Education: Bachelor's or Masters degree or industry equivalent experience.

Commercial Job Title: Consultant

Minimum/General Experience: Five plus years demonstrated performance in related technology. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems design and implementation. Microsoft will have formally trained this individual in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training associated with Microsoft's products.

Functional Responsibility: Analyze technical requirements and develop effective technical solutions; Assist in conceiving architectural designs; Assist in delivering technical presentations to customer staff; Assist in the implementation of large systems including methodology, design approaches, and architectural and engineering considerations; Design and write code as required for selected customer systems; Assist in infrastructure design and deployment activities; Develop documentation on selected customer systems and objectives; Meet/interview customer to capture specific requirements in concise format; Perform in the role of Enterprise or Partner Strategy Consultant; Provide key personal link to Microsoft technology groups; Serve as Technical Project Lead; Work with customer staff to implement customer technology (e.g., testing, documentation, meeting user expectations); Work with customer staff to support technical strategy and control objectives

Education: Bachelor's degree or industry equivalent experience.

Commercial Job Title: Associate Consultant

Minimum/General Experience: One to five years demonstrated performance or internship in related technology. Experienced in topic such complex networks, cross-platform integration and large-scale, complex systems design and implementation. Microsoft will have formally trained this individual in product futures, and relevant Certified Training associated with Microsoft's products.

Functional Responsibility: Assist in delivering technical presentations to customer staff; Design and write code as required for selected customer systems; Assist in infrastructure design and deployment activities; Develop documentation on selected customer systems and objectives; Directly involved in the hands-on implementation of customer systems; Provide Technical Writing and Documentation support; Work with customer staff personnel to support technical strategy and control objectives

Education: Bachelor's degree or industry equivalent experience.

Commercial Job Title: Technician V

Minimum/General Experience: Eight or more years demonstrated performance in related technology. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been trained in one or more of the following areas: Microsoft Solutions Framework,

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Customized Solutions for Environment and Infrastructure Improvement Through Innovative Technologies

Solicitation No. FCIS-JB-980001-B (Refresh #23) July 2, 2013

product futures, and relevant Certified Training associated with Microsoft's products.

Functional Responsibility: Participate in strategic planning sessions with MCS Technical Project Manager and customer staff; Participate in delivering technical presentations to customer staff; Serve as Technical Project Manager; Analyze technical requirements and develop effective technical solutions; Lead role in conceiving architectural designs; Lead role in current environment assessment

Education: Bachelor's degree or industry equivalent experience

Commercial Job Title: Technician IV

Minimum/General Experience: Five to eight years demonstrated performance in related technology. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been trained in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training associated with Microsoft's products.

Functional Responsibility: Analyze technical requirements and develop effective technical solutions; Assist in conceiving architectural designs; Assist in delivering technical presentations to customer staff; Assist in the implementation of large systems including methodology, design approaches, and architectural and engineering considerations; Design and write code as required for selected customer systems; Assist in infrastructure design and deployment activities; Directly involved in the hands-on implementation of customer systems; Lead role in conceiving architectural designs; Lead role in current environment assessment; Meet/interview customer to capture specific requirements in concise format; Participate in design of information systems; Work with MCS & customer staff to support technical strategy and control objectives

Education: Bachelor's degree or industry equivalent experience

Commercial Job Title: Technician III

Minimum/General Experience: Five plus years demonstrated performance in related technology. Experienced in topic such complex networks, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been trained in product futures, and relevant Certified Training associated with Microsoft's products.

Functional Responsibility: Assist in delivering technical presentations to customer staff; Design and write code as required for selected customer systems; Assist in infrastructure design and deployment activities; Develop documentation on selected customer systems and objectives; Directly involved in the hands-on implementation of customer systems; Meet/interview customer to capture specific requirements in concise format; Work with MCS & customer staff personnel to support technical strategy and control objectives

Education: Bachelor's degree or industry equivalent experience.

Commercial Job Title: Technician II

Minimum/General Experience: Three to five years demonstrated performance in related technology. Experienced in topic such complex networks, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been trained in product futures, and relevant Certified Training associated with Microsoft's products.

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Customized Solutions for Environment and Infrastructure Improvement Through Innovative Technologies

Solicitation No. FCIS-JB-980001-B (Refresh #23) July 2, 2013

Functional Responsibility: Assist in delivering technical presentations to customer staff; Design and write code as required for selected customer systems; Assist in infrastructure design and deployment activities; Develop documentation on selected customer systems and objectives; Directly involved in the hands-on implementation of customer systems; Work with MCS & customer staff personnel to support technical strategy and control objectives

Education: Bachelor's degree or industry equivalent experience.

Commercial Job Title: Technician I

Minimum/General Experience: One to five years demonstrated performance or internship in related technology. Experienced in topic such complex networks, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been trained in product futures, and relevant Certified Training associated with Microsoft's products

Functional Responsibility: Design and write code as required for selected customer systems; Assist in deployment activities; directly involved in the hands-on implementation of customer systems; Provide Technical Writing and Documentation support; Work with MCS and customer staff to support technical strategy and control objectives

Education: Bachelor's degree or industry equivalent experience.

Commercial Job Title: Associate Technician

Minimum/General Experience: Experienced in topic such networks, integration and systems design and implementation.

Functional Responsibility: Develop documentation on selected customer systems and objectives; Provide Technical Writing and Documentation support

Education: Industry equivalent experience.

Commercial Job Title: Technical Account Manager

Minimum/General Experience: Five to fifteen years demonstrated performance in related technology and Account management. Experienced in business development and managing projects involving such complex networks, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been formally trained by Microsoft in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training in infrastructure and/or development areas associated with Microsoft's products.

Functional Responsibility: The Technical Account Manager is responsible for overseeing the delivery of a product/service/solution and associated resources within the constraint of schedule, features/functionality, and budget during one or more key lifecycle segments: opportunity, delivery or operations; Manages key deliverables and associated activities; Strong business development skills in needs requirements and business case for projects, strong cross-group collaboration with legal, sales, product development, partners and support, support the Services Executive and Engagement Manager in closing services sales; Responsible for planning, executing, and controlling; Scope of project work, work objectives, and deliverables, development of duration estimates and schedule, development of cost estimates, performance management of scope, schedule, resources and cost, project

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Customized Solutions for Environment and Infrastructure Improvement Through Innovative Technologies

Solicitation No. FCIS-JB-980001-B (Refresh #23) July 2, 2013

infrastructure to support communications and information needs, use and reuse of Intellectual Capital, support practice management in benchmarking and lessons learned to identify best practice and process improvements, continuous management of risk and quality to meet/exceed conditions of satisfaction, thought leader in project management in one or more key lifecycle segments: opportunity, delivery or operations, strong people management skills to direct virtual teams

Education: **Bachelor's or Masters degree or industry equivalent experience.**

Commercial Job Title: Application Development Consultant

Minimum/General Experience: Five to Ten years demonstrated performance in related technology. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems and applications design and implementation. This individual will have been formally trained by Microsoft in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training in infrastructure and/or development areas associated with Microsoft's products.

Functional Responsibility: Contribute to review of customer tasks and development of MCS strategic approaches; Direct the activities of other Senior Consultants, Consultants and Associate Consultants; Lead role in delivering technical presentations to customer; Meet/interview customer to capture specific requirements in concise format; Participate in delivering technical presentations to customer staff; Participate in design of information systems; Participate in project staffing decisions; Participate in strategic planning sessions with MCS Technical Project Manager and customer staff; Perform Rapid Economic Justification (REJ) and Total Cost of Ownership (TCO) Analysis; Provide key personal link to Microsoft technology groups; Provide quality assurance review of engagement process and deliverables; Provide technical expertise in designing and architecting systems

Education: **Bachelor's or Masters degree or industry equivalent experience.**

Commercial Job Title: AutoCAD Technician

Minimum/General Experience: B.S. in Computer Science, Engineering or similar discipline and Ten years of industry experience of which Three must be in management of teams of software engineers

Functional Responsibility: Relies on instructions and pre-established guidelines to perform the functions of the job, Schematic drawings, wiring diagrams, Shop drawings, and conceptual drawings. Prototype drawings and all kinds of technical illustrations

Education: **Bachelor's or Master's degree or industry equivalent experience.**

Commercial Job Title: Business Systems Specialist

Minimum/General Experience: 2-4 years of experience in the field or in a related area. Transforms initial rough product designs using computer aided design (CAD) into working documents. Reviews engineering drawing and designs to ensure adherence to established specifications and standards.

Functional Responsibility: Gather data, research usage questions and/or software defects, conduct problem diagnosis and implement a timely resolution. Provide software support and

Solicitation No. FCIS-JB-980001-B (Refresh #23) July 2, 2013

conduct business analyst support for clients via telephone and email. On-site visits are routinely required. Provide in-depth technical and business assistance to customers and internal staff. Interface with internal development staff on software issues and consult with customers on recommended business practices. Review and edit documentation and FAQs. Conduct training seminars in-house or via the web to customers.

Education: Bachelor's degree in computer science, or related field.

Commercial Job Title: **Database Administrator**

Minimum/General Experience: **Eight or more years demonstrated performance in related technology. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been trained in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training associated with Microsoft's products.**

Functional Responsibility: **security Ensuring compliance with database vendor license agreement. Controlling and monitoring user access to the database. Monitoring and optimizing the performance of the database. Planning for backup and recovery of database information. Maintaining archived data on tape. Backing up and restoring the database. Contacting database vendor for technical support**

Education: **Bachelor's Degree in a related area.**

Commercial Job Title: **Database Analyst III**

Minimum/General Experience: **4-6 years of experience in the field or in a related area. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been trained in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training associated with Microsoft's products.**

Functional Responsibility: **Reviews, evaluates, designs, implements and maintains company database[s]. Identifies data sources, constructs data decomposition diagrams, provides data flow diagrams and documents the process. Writes codes for database access, modifications, and constructions including stored procedures. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. Typically reports to a project leader or manager. A wide degree of creativity and latitude is expected.**

Education: **Bachelor's Degree in a related area.**

Commercial Job Title: **Documentation Specialist**

Minimum/General Experience: **4-6 years of experience in the field or in a related area. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been trained in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training associated with Microsoft's products.**

Functional Responsibility: **Prepares and/or maintains documentation pertaining to programming, systems operation and user documentation. Translates business specifications**

Solicitation No. FCIS-JB-980001-B (Refresh #23) July 2, 2013

into user documentation. Plans, writes, and maintains systems and user support documentation efforts, including online help screen. May require an associate's degree or its equivalent and 2-4 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Education: **Require an Associate's Degree**

Commercial Job Title: GIS Specialist

Minimum/General Experience: **6 years of experience in the field or in a related area. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been trained in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training associated with Microsoft's products.**

Functional Responsibility: **Utilizes Geographic Information System techniques to provide a better understanding of certain variables in a given geographic location. Extracts data from GIS software and uses varying analysis methods to arrive at results. Recommends appropriate reactionary strategies in response to GIS analysis. Provides maps and data sets to clients to supplement analysis. Knowledgeable of GIS software and technology. Works in conjunction with CADD drafters and technicians. Has knowledge of commonly-used concepts, practices, and procedures within a particular field.**

Education: **Bachelor's Degree in a related area.**

Commercial Job Title: Help Desk Specialist

Minimum/General Experience: **at least 7 years of experience in the field. Provide resolutions that often belong in an FAQ or knowledge base. Team responsible for managing the issues, commonly called queue managers or queue supervisors. Responsible for the network software, hardware and infrastructure such as servers, switches, backup systems and firewalls. They are responsible for the network services such as email, file, and security. The help desk will assign the network team issues that are in their field of responsibility.**

Functional Responsibility: **Manages its requests via help desk software, such as an issue tracking system. Manages a team of support personnel who troubleshoot IT issues. Implements policies and procedures regarding how problems are identified, received, documented, distributed, and corrected. Ensures maximum issue resolutions in minimum time. Evaluates new information systems products or services and suggests changes to existing products or services to better aide the end user.**

Education: **Bachelor's Degree in a related area.**

Commercial Job Title: IT Architect

Minimum/General Experience: **Five to Ten years demonstrated performance in related technology. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems and applications design and implementation. This individual will have been formally trained by Microsoft in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training in**

Solicitation No. FCIS-JB-980001-B (Refresh #23) July 2, 2013

infrastructure and/or development areas associated with Microsoft's products.

Functional Responsibility: Works closely with Project manager as the Microsoft Advocate and sole or shared Technical lead to ensure development or analysis or deployment remains on schedule and in line with the current capabilities and future directions of Microsoft products.

Education: Bachelor's Degree in a related area.

Commercial Job Title: IT Subject Matter Specialist

Minimum/General Experience: 6 years of experience in the field or in a related area. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been trained in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training associated with Microsoft's products.

Functional Responsibility: A subject matter expert understands, articulates, and implements best practices related to their area of expertise. Depending on the work environment, the subject matter expert may lead or be an active participant of a work-group with the need for specialized knowledge. The subject matter expert provides guidance on how their area of capability can resolve an organizational need, and actively participates in all phases of the software development life cycle.

Education: Bachelor's Degree in a related area.

Commercial Job Title: Medical Transcriptionist

Minimum/General Experience: 6 years of experience in the field or in a related area. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been trained in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training associated with Microsoft's products.

Functional Responsibility: Transcribe dictation for a variety of medical reports, such as patient histories, physical examinations, emergency room visits, operations, chart reviews, consultation, or discharge summaries. Review and edit transcribed reports or dictated material for spelling, grammar, clarity, consistency, and proper medical terminology. Distinguish between homonyms and recognize inconsistencies and mistakes in medical terms, referring to dictionaries, drug references, and other sources on anatomy, physiology, and medicine. Return dictated reports in printed or electronic form for physician's review, signature, and corrections and for inclusion in patients' medical records. Translate medical jargon and abbreviations into their expanded forms to ensure the accuracy of patient and health care facility records. Take dictation using either shorthand or a stenotype machine, or using headsets and transcribing machines; then convert dictated materials or rough notes to written form. Identify mistakes in reports and check with doctors to obtain the correct information. Perform data entry and data retrieval services, providing data for inclusion in medical records and for transmission to physicians. Produce medical reports, correspondence, records, patient-care information, statistics, medical research, and administrative material. Answer inquiries concerning the progress of medical cases, within the limits of confidentiality laws.

Solicitation No. FCIS-JB-980001-B (Refresh #23) July 2, 2013

Education: **Require an Associate's Degree or a CMT with at least 5 years of experience in the field.**

Commercial Job Title: **Network Engineer III**

Minimum/General Experience: **Four to Six years of experience in the field or in a related area. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems design and implementation.**

Functional Responsibility: **Assists in the development and maintenance of network communications. Uses knowledge of LAN/WAN systems to help design and install internal and external networks. Tests and evaluates network systems to eliminate problems and make improvements.**

Education: **Bachelor's Degree in a related area.**

Commercial Job Title: **Network Systems Administrator**

Minimum/General Experience: **Four to Six years of experience in the field or in a related area. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems design and implementation. Maintains network infrastructure such as switches and routers, and diagnoses problems with these or with the behavior of network attached computers.**

Functional Responsibility: **Installing, supporting and maintaining servers or other computer systems, and planning for and responding to service outages and other problems. Scripting or light programming, project management for systems-related projects, supervising or training computer operators, and being the consultant for computer problems. Analyzing system logs and identifying potential issues with computer systems. Introducing and integrating new technologies into existing data center environments. Performing routine audits of systems and software. Performing backups. Applying operating system updates, patches, and configuration changes. Installing and configuring new hardware and software. Adding, removing, or updating user account information, resetting passwords, etc. Answering technical queries and dealing with often frustrated users.**

Education: **Bachelor's Degree in a related area.**

Commercial Job Title: **Technical Support Manager**

Minimum/General Experience: **Four to Six years of experience in the field or in a related area. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems design and implementation. Maintains network infrastructure such as switches and routers, and diagnoses problems with these or with the behavior of network attached Computers. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. Leads and directs the work of others.**

Functional Responsibility: **Manages technical service-related operations for an organization. Oversees the work of engineering, IT or maintenance staff to ensure that all jobs are completed on time, within budget, and to customer specifications. Ensures that physical inventory levels are monitored and replenished as needed. Responsible for designing and**

Solicitation No. FCIS-JB-980001-B (Refresh #23) July 2, 2013

implementing improved process or operational policies. Recommends changes to products or services to fulfill customer needs.

Education: Bachelor's Degree in a related area or a wide degree of creativity and latitude is expected.

Commercial Job Title: Programmer Analyst

Minimum/General Experience: Five to Seven years of experience in the field or in a related area. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems design and implementation. Relies on extensive experience and judgment to plan and accomplish goals. Familiar with relational databases and client-server concepts.

Functional Responsibility: Develop, monitor and support SAP Business Intelligence and Data Warehouse and reporting solutions. Provide solutions and consulting services with technical expertise in SAP BW, R/3 and ABAP/4. Create data models, provide design support, and manage data, support of global and cross-functional metadata definition, as well as cross-functional technical design support for SAP BW/BI (Business Warehouse / Business Intelligence) project teams related to FI/CO, SD, MM and HCM/HR modules. Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and installing to support an organization's application systems. Consults with users to identify current operating procedures and to clarify program objectives. Expected to write documentation to describe program development, logic, coding, and corrections. Writes manual for users to describe installation and operating procedures.

Education: Bachelor's Degree in a related area.

Commercial Job Title: Quality Assurance

Minimum/General Experience: Four to Six years of experience in the field or in a related area. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems design and implementation. Relies on extensive experience and judgment to plan and accomplish goals. Manages a group of quality assurance analysts who test, evaluate, and validate IT initiatives and identify issues in software or services. Analyzes discrepancies in service or performance and makes recommendations for product or service updates.

Functional Responsibility: Support testing a set of products that includes embedded software and a data intensive website. Learn new techniques and technologies easily. Execute test cases, find ambiguities in requirements. Conduct White box and Grey box testing. Improve and expand existing test plans to cover new requirements and functionality. Code new test cases in automated software testing tools. Continue to improve the quality of the code base.

Education: Bachelor's Degree in a related area.

Commercial Job Title: Quality Assurance Specialist

Minimum/General Experience: Four to Six years of experience in the field or in a related area. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems design and implementation. Relies on extensive experience and

Solicitation No. FCIS-JB-980001-B (Refresh #23) July 2, 2013

judgment to plan and accomplish goals Manages a group of quality assurance analysts who test, evaluate, and validate IT initiatives and identify issues in software or services. Analyzes discrepancies in service or performance and makes recommendations for product or service updates.

Functional Responsibility: The responsibility includes working as a domain expert in diverse strategic complex Enterprise initiatives within VOIP Provisioning arena. This involves in-depth knowledge of the business process, Network, Provisioning systems involved. The position will need strong partnership with business counterpart to evaluate business need. The responsibility includes building a strong business / end to end flow ownership among the certification team. The position will require successful partnership with development teams, E2E/IST and other System Test organizations, project PMs to collaborate and communicate issues/risks to make the certification process visible, effective and on-time. The position will require ability to transform functional, business and system knowledge into effective test case planning and execution. Work with development organization to resolve issues on a timely manner. Prepare daily status reports with Progression and Regression results including issues, if any. Strong analytical skill and ability to solve complex business problems will be required.

Education: Bachelor's Degree in a related area.

Commercial Job Title: System Analyst

Minimum/General Experience: Four to Five years of experience in the field or in a related area. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems design and implementation. Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and installing to support an organization's application systems

Functional Responsibility: Systems Analyst with programming and business application experience to evaluate needs, define and write detailed specifications, create flowcharts, write code, build databases, develop interfaces between applications, provide training, implement solutions, document existing or new systems, and support end-users. Help us close the systems loop by documenting existing processes and building new efficiencies. Work with our team of inside support departments and outside sales staff. Must exhibit strong documentation and project management skills. Must be knowledgeable in business processes which include General Ledger, Inventory Control, Customer Order Entry, Purchasing, Planning, Forecasting and Financial Applications.

Education: Bachelor's Degree in a related area.

Commercial Job Title: Web Designer

Minimum/General Experience: Two to Five years of experience in the field or in a related area. Designs and constructs web pages/sites including incorporating graphic user interface (GUI) features and other techniques. Maintains and provides ongoing design of the website, promos and ad banners, seasonal content specials and custom chat launcher design for partners.

Functional Responsibility: This position uses programming and creative skills to translate the Rady School's marketing themes into web images, graphics, and information and uses these skills to drive traffic to our website. The position is responsible for our website's graphic

Solicitation No. FCIS-JB-980001-B (Refresh #23) July 2, 2013

design, organization, implementation, integration, and user friendliness. Using HTML, CSS, ASP, and JavaScript, the position implements front and back end creative and technical aspects of the website. The Web Designer evaluates the marketing effectiveness of web pages using Google Analytics, continually introduces new technologies and ideas to refresh our brand, and ensures the adherence to web standards & best practices.

Education: Bachelor's Degree in a related area.

Commercial Job Title: Principal Consultant

Minimum/General Experience: more than twelve years of experience in the field or in a related area. Develops project budgets and work schedules; approves estimates. The Principal Consultant oversees the accuracy, completeness, and compliance (to internal and external expectations) of the project deliverables and project governance. The Principal Consultant must be perceived as an expert in the in some technical domain both within Company's and the IT industry.

Functional Responsibility: The Principal Consultant is also responsible for technical oversight, execution and delivery of planned project deliverables and milestones that assist clients in learning, understanding and applying software security methodologies. Responsible for client support from account planning through pre-sales, delivery, execution and customer care satisfaction. Must balance outstanding client services with effective optimization of resource utilization. Must understand and advocate the technical needs of the customer, and define and control project scope and complexity while ensuring customer satisfaction through outstanding execution. Provides thought leadership as a subject matter expert to the both Company's staff and Company's clients. Provides guidance and mentor employees in technical skills. The Principal Consultant may act as the technical or functional lead on a customer facing engagement and provide technical direction to project teams on a daily basis the Principal Consultant oversees the accuracy, completeness, and compliance (to internal and external expectations) of the project deliverables and project governance.

Education: Bachelor's Degree in a related area and requires an architect's license.

Commercial Job Title: General Manager

Minimum/General Experience: more than twelve years of experience in the field or in a related area. Develops project budgets and work schedules; approves estimates. Oversees the accuracy, completeness, and compliance of the project deliverables and project governance. The Principal Consultant must be perceived as an expert in the in some technical domain both within Company's and the IT industry. Managed Planning administration, HR management, Project management, Marketing and PR, Financial management, Production/QC, Administrative management.

Functional Responsibility: A minimum of five years of experience in personnel management, including hiring, supervision, evaluation and benefits administration. A minimum of three years of experience working with a board of directors and committees. College graduate or equivalent experience. Proven skills in business and financial management. Demonstrated ability to work with student member - owners. Demonstrated ability to work in a proactively diverse and inclusive organization. Excellent, proven interpersonal, verbal and written

Solicitation No. FCIS-JB-980001-B (Refresh #23) July 2, 2013

communications skills. Demonstrated ability to manage and supervise a staff team. Effective problem - solving and mediation skills. Demonstrated ability to share skills and knowledge with others. Proficiency with office computer equipment and software
Education: **Bachelor's Degree in a related area.**

Commercial Job Title: **Practice Manager**

Minimum/General Experience: **more than Seven years of experience in the field or in a related area. Develops project budgets and work schedules; approves estimates. Plans for an area's future needs and operations. Manages related costs and methods. Ensures department productivity and quality assurance standards are met in addition to compliance with applicable state/federal regulations**

Functional Responsibility: **Oversees team to ensure established Revenue Cycle guidelines, policies and procedures are followed in order to maintain the integrity of information utilized for scheduling, registration, coding, billing, and accurate claims submission. Provides overall support and management of assigned associates with responsibility for quality improvement activities and meeting client/customer service expectations. Responsible for career development/planning, performance and pay discussions of team members. Responsible for development and facilitation of onsite revenue cycle training and To ensure seamless knowledge transfer of best practices and systems procedures. Accountable for the day to day operations of an area managing processes, programs and or initiatives. Defines roles and responsibilities. Establishes and influence operating policies.**

Education: **Bachelor's Degree in a related area.**

Commercial Job Title: **Engagement Manager**

Minimum/General Experience: **more than five years of experience in the field or in a related area. Project delivery, measured in customer satisfaction, budget, and time-frame adherence, and typically manages between six and eight customer projects at once. One of trusted adviser to the customer and actively contributes to the success of all client engagements through a combination of delivery management, client management, expectation management, implementation expertise, and understanding and execution of the company implementation methodology.**

Functional Responsibility: **Project planning and management Resource planning and allocation Set and manage project expectations with team members and stakeholders Effectively communicate project expectations and project status to team members and stakeholders in a clear and timely fashion Company's implementation methodology execution Project proposal/SOW generation Project scope, budget, and change request definition and management Proactively identify and manage risks and issues throughout the project Improve processes and project tools to aid in successful project implementation Delegate tasks and responsibilities to appropriate resources**

Education: **Bachelor's Degree in a related area.**

Solicitation No. FCIS-JB-980001-B (Refresh #23) July 2, 2013

B. PRICE LIST

Pricing for all IT Services are in accordance with the Contractor's customary commercial practices.

Price Revision Approved – 07/02/2013		
<u>LABOR CATEGORY</u>	<u>HOURLY RATE</u>	<u>EDUCATION-DEGREE GENERAL/SPECIALIZED EXPERIENCE</u>
Project Manager	\$88.00	B.S. in Computer Science, Engineering or similar discipline and Ten years of industry experience of which Three must be in management of teams of software engineers
Program Manager	\$156.94	B.S. in Computer Science, Engineering or similar discipline and Ten years of industry experience of which Five must be in management of teams of software engineers
Programming Engineer III	\$101.70	B.S. in Computer Science, Engineering or similar discipline and ten years industry experience
IT Systems Support / Package Solutions / Maintenance	\$88.00	A.S. in Computer Science, Engineering or similar discipline and Ten years industry experience
Technical Writer/Editor	\$79.36	A.S. in Computer Science or Literature or similar discipline and Four years industry experience
Data Management Specialist (DBMS/RDBMS,etc.)	\$99.86	B.S. in Computer Science, Engineering or similar discipline and Eight years industry experience
Architectural Consultant	\$355.77	B.S. in Computer Science, Engineering or similar discipline and Ten years of industry experience of which Three must be in management of teams of software engineers. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems and applications design and implementation. This individual will have been formally trained by Microsoft in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training in infrastructure and/or development areas associated with Microsoft's products.
Technical Project Manager	\$351.55	B.S. in Computer Science, Engineering or similar discipline and Ten years of industry experience of which Five must be in management of teams of software engineers. Five to fifteen years demonstrated performance in related technology and project management. Experienced in business development and managing projects involving such complex networks, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been formally trained by Microsoft in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training in infrastructure and/or development areas associated with Microsoft's products.

Solicitation No. FCIS-JB-980001-B (Refresh #23) July 2, 2013

<u>LABOR CATEGORY</u>	<u>HOURY RATE</u>	<u>EDUCATION-DEGREE GENERAL/SPECIALIZED EXPERIENCE</u>
Senior Consultant	\$318.00	B.S. in Computer Science, Engineering or similar discipline and ten years industry experience. Five to fifteen years demonstrated performance in related technology. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been formally trained by Microsoft in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training in infrastructure and/or development areas associated with Microsoft's products.
Consultant	\$291.19	A.S. in Computer Science, Engineering or similar discipline and Ten years industry experience. Five plus years demonstrated performance in related technology. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems design and implementation. Microsoft will have formally trained this individual in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training associated with Microsoft's products.
Associate Consultant	\$266.83	A.S. in Computer Science or Literature or similar discipline and Four years industry experience. One to five years demonstrated performance or internship in related technology. Experienced in topic such complex networks, cross-platform integration and large-scale, complex systems design and implementation. Microsoft will have formally trained this individual in product futures and relevant Certified Training associated with Microsoft's products.
Technician V	\$304.60	B.S. in Computer Science, Engineering or similar discipline and Eight years industry experience. Eight or more years demonstrated performance in related technology. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been trained in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training associated with Microsoft's products.

Solicitation No. FCIS-JB-980001-B (Refresh #23) July 2, 2013

<u>LABOR CATEGORY</u>	<u>HOURY RATE</u>	<u>EDUCATION-DEGREE GENERAL/SPECIALIZED EXPERIENCE</u>
Technician IV	\$282.66	A.S. in Computer Science or Literature or similar discipline and Four years industry experience. Five to eight years demonstrated performance in related technology. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been trained in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training associated with Microsoft's products.
Technician III	\$250.98	B.S. in Computer Science, Engineering or similar discipline and Eight years industry experience. Five plus years demonstrated performance in related technology. Experienced in topic such complex networks, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been trained in product futures, and relevant Certified Training associated with Microsoft's products.
Technician II	\$219.31	A.S. in Computer Science or Literature or similar discipline and Four years industry experience. Three to five years demonstrated performance in related technology. Experienced in topic such complex networks, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been trained in product futures, and relevant Certified Training associated with Microsoft's products.
Technician I	\$188.85	A.S. in Computer Science or Literature or similar discipline and Four years industry experience. One to five years demonstrated performance or internship in related technology. Experienced in topic such complex networks, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been trained in product futures, and relevant Certified Training associated with Microsoft's products.
Associate Technician	\$118.89	A.S. in Computer Science or Literature or similar discipline and Four years industry experience. Experienced in topic such networks, integration and systems design and implementation.

Solicitation No. FCIS-JB-980001-B (Refresh #23) July 2, 2013

<u>LABOR CATEGORY</u>	<u>HOURY RATE</u>	<u>EDUCATION-DEGREE GENERAL/SPECIALIZED EXPERIENCE</u>
Technical Account Manager	\$267.79	B.S. in Computer Science, Engineering or similar discipline and Ten years of industry experience of which Three must be in management of teams of software engineers. Five to fifteen years demonstrated performance in related technology and Account management. Experienced in business development and managing projects involving such complex networks, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been formally trained by Microsoft in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training in infrastructure and/or development areas associated with Microsoft's products.
Application Development Consultant	\$298.25	B.S. in Computer Science, Engineering or similar discipline and Ten years of industry experience of which Five must be in management of teams of software engineers. Five to Ten years demonstrated performance in related technology. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems and applications design and implementation. This individual will have been formally trained by Microsoft in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training in infrastructure and/or development areas associated with Microsoft's products.
AutoCAD Technician	\$87.56	B.S. in Computer Science, Engineering or similar discipline and Ten years of industry experience of which Three must be in management of teams of software engineers
Business Systems Specialist	\$115.61	B.S. in Computer Science, Engineering or similar discipline and Ten years of industry experience of which Five must be in management of teams of software engineers
Database Administrator	\$114.62	B.S. in Computer Science, Engineering or similar discipline and Ten years of industry experience of which Five must be in management of teams of software engineers
Database Analyst III	\$117.84	A.S. in Computer Science, Engineering or similar discipline and Ten years industry experience

Solicitation No. FCIS-JB-980001-B (Refresh #23) July 2, 2013

<u>LABOR CATEGORY</u>	<u>HOURLY RATE</u>	<u>EDUCATION-DEGREE GENERAL/SPECIALIZED EXPERIENCE</u>
Documentation Specialist	\$71.14	A.S. in Computer Science or Literature or similar discipline and Four years industry experience
GIS Specialist	\$83.41	B.S. in Computer Science, Engineering or similar discipline and Eight years industry experience
Help Desk Specialist	\$62.89	A.S. in Computer Science or Literature or similar discipline and Four years industry experience
IT Architect	\$146.22	B.S. in Computer Science, Engineering or similar discipline and Eight years industry experience
IT Subject Matter Specialist	\$147.84	A.S. in Computer Science or Literature or similar discipline and Four years industry experience
Medical Transcriptionist	\$43.05	A.S. in Computer Science or Literature or similar discipline and Four years industry experience
Network Engineer III	\$112.61	A.S. in Computer Science or Literature or similar discipline and Four years industry experience
Network Systems Administrator	\$98.38	B.S. in Computer Science, Engineering or similar discipline and Ten years of industry experience of which Three must be in management of teams of software engineers
Technical Support Manager	\$119.58	B.S. in Computer Science, Engineering or similar discipline and Ten years of industry experience of which Five must be in management of teams of software engineers
Programmer Analyst	\$86.96	Require a bachelor's degree in area of specialty and 4-6 years of experience in the field or in a related area
Quality Assurance	\$89.42	Require a bachelor's degree in area of specialty and 4-6 years of experience in the field or in a related area

Solicitation No. FCIS-JB-980001-B (Refresh #23) July 2, 2013

<u>LABOR CATEGORY</u>	<u>HOURLY RATE</u>	<u>EDUCATION-DEGREE GENERAL/SPECIALIZED EXPERIENCE</u>
Quality Assurance Specialist	\$110.78	Requires a bachelor's degree and 4-6 years of experience in the field or in a related area.
System Analyst	\$97.64	Requires a bachelor's degree in a related area and at least 5 years of experience in the field or in a related area
Telecommunications Analyst/Technician(Telecommunications Analyst II)	\$75.72	Requires a bachelor's degree in area of specialty
Web Designer	\$90.94	Requires a bachelor's degree in area of specialty and 4-6 years of experience in the field or in a related area.
Principal Consultant	\$337.50	Over five years of industry experience of which Three must be in management of teams of software engineers
General Manager	\$337.50	Requires a bachelor's degree in area of specialty and 4-6 years of experience in the field or in a related area.
Practice Manager	\$337.50	Requires a bachelor's degree in area of specialty and 4-6 years of experience in the field or in a related area.
Engagement Manager	\$318.00	Requires a bachelor's degree in area of specialty and 4-6 years of experience in the field or in a related area.
Project Manager III	\$318.00	Requires a bachelor's degree in area of specialty and 6-8 years of experience in the field or in a related area.

4
BLANKET PURCHASE AGREEMENT
(BPA)

**BEST VALUE
 BLANKET PURCHASE AGREEMENT
 FEDERAL SUPPLY SCHEDULE**

General Service Administration

In the spirit of the Federal Acquisition Streamlining Act (ordering activity) and FUTURENET GROUP, INC. 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) 70 – SIN 132-51 (IT Professional Services).

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

Solicitation No. FCIS-JB-980001-B (Refresh #23) July 2, 2013

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;

Solicitation No. FCIS-JB-980001-B (Refresh #23) July 2, 2013

- (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.

5
CONTRACTOR TEAM AGREEMENT

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 an 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 of 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 customer's 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.