

Authorized Federal Acquisition Service
Information Technology Schedule Price List
General Purpose Commercial Information Technology
Equipment, Software and Services

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

SIN 132-51: Information Technology (IT) Professional Services

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

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

Note 2: Offerors and Agencies are advised that the Group 70 – Information Technology Schedule is not to be used as a means to procure services which properly fall under the Brooks Act. These services include, but are not limited to, architectural, engineering, mapping, cartographic production, remote sensing, geographic information systems, and related services. FAR 36.6 distinguishes between mapping services of an A/E nature and mapping services which are not connected nor incidental to the traditionally accepted A/E Services.

Note 3: This solicitation is not intended to solicit for the reselling of IT Professional Services, except for the provision of implementation, maintenance, integration or training in direct support of a product. Under such circumstances the services must be performance by the publisher or manufacturer or one of their authorized agents

Contract Number: GS-35F-0530J

Period Covered by Contract: 21 June 1999 through 20 June 2009

Pricelist current through Modification # PO 0018, dated 23 September 2008

 **RULAND ASSOCIATES, INC.**

Post Office Box 790

Charles Town, WV 25414

Telephone: (800) 728-6220 Fax: (304) 728-0136

www.RulandAssociates.com/

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



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A. Information for Ordering Activities

SPECIAL NOTICE TO AGENCIES: Small Business Participation

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

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

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

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

1. GEOGRAPHIC SCOPE OF CONTRACT:

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

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

Offerors are requested to check one of the following boxes:

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

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.

2. Contractor's Ordering Address and Payment Information

Ruland Associates, Inc.
Post Office Box 790
Charles Town, West Virginia 25414
304-728-0136 (Facsimile)
FEIN: 52-1460217

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 not be acceptable for payment above the micro-purchase threshold. In addition, bank account information for wire transfer payments will be shown on the invoice.

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

(304) 728-6225 / (800) 728-6220

3. Liability for Injury or Damage

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

4. Statistical Data for Government Ordering Activity Completion of Standard Form 279

Block 9: G. Order/Modification under Federal Schedule
Block 16: Contractor Establishment Code (DUNS): 87-477-9820
Block 30: Type of Contractor – B. Other Small Business
Block 31: Woman-Owned Small Business - No
Block 36: Contractor's Taxpayer Identification Number (TIN): 52-1460217

- a. CAGE Code: 68183
- b. 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	30

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

7. Discounts:

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

- a. Prompt Payment: None
- b. Quantity: None
- c. Dollar Volume: None
- d. Government Educational Institutions: None
- e. Other: None

8. Trade Agreements Act of 1979, as amended:

All items are U.S. made end products, designated country end products, Caribbean Basin country end products, Canadian end products, or Mexican end products as defined in the Trade Agreements Act of 1979, as amended. The foregoing is not applicable to this solicitation.

9. Statement Concerning Availability of Export Packing: Not Applicable

10. Small Requirements: The minimum dollar value of orders to be issued is \$100.

11. Maximum Order: Special Item 132-51 Information Technology Professional Services: the maximum dollar value of each order to be issued is \$500,000 for any Information Technology service.

12. ORDERING PROCEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS

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

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

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

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

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

14. Contractor Tasks/Special Requirements (C-FSS-370) (NOV 2003)

- (a) Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.
- (b) Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub.L.99-234 and FAR Part 31, and are reimbursable by the ordering activity or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. The Industrial Funding Fee does NOT apply to travel and per diem charges.
- (c) Certifications, Licenses and Accreditations: As a commercial practice, the Contractor 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 classification offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.
- (e) Personnel: The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require ordering activity 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 activity, 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 activity's order.
- (h) Data/Deliverable Requirements: Any required data deliverables at the ordering level will be as specified or negotiated in the activity's order.
- (i) Government-Furnished Property: As specified by the activity's order, the Government may provide property, equipment, materials or resources as necessary.
- (j) Availability of Funds: Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.
- (k) Overtime: For professional services, the labor rates in the Schedule should not vary by virtue of the Contractor having worked overtime. For services applicable to the Service Contract Act (as identified in the Schedule), the labor rates in the Schedule will vary as governed by labor laws (usually assessed a time and a half of the labor rate).

15. Contract Administration for Ordering Activities

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

16. GSA Advantage!

GSA Advantage! is an on-line, interactive electronic information and ordering system that provides on-line access to vendor's schedule price lists 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/>.

17. Purchase of Open Market Items

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

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

only if-

(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 representation 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: Not Applicable

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).

BEST VALUE
BLANKET PURCHASE AGREEMENT
FEDERAL SUPPLY SCHEDULE

(Insert Customer Name)

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

Federal Supply Schedule contract BPAs eliminate contracting and open market costs such as: search for sources; the development of technical documents, solicitations and the evaluation of offers. Teaming Arrangements are permitted with Federal Supply Schedule Contractors in accordance with Federal Acquisition Regulation (FAR) 9.6.

This BPA will further decrease costs, reduce paperwork, and save time by eliminating the need for repetitive, individual purchases from the schedule contract. The end result is to create a purchasing mechanism for the ordering activity that works better and costs less.

Signatures

Ordering Activity	Date	Contractor	Date
-------------------	------	------------	------

BPA NUMBER _____

(CUSTOMER NAME)
BLANKET PURCHASE AGREEMENT

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

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

MODEL NUMBER/PART NUMBER	*SPECIAL BPA DISCOUNT/PRICE

(2)Delivery:

DESTINATION

DELIVERY SCHEDULES / DATES

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

(4) This BPA does not obligate any funds.

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

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

OFFICE

POINT OF CONTACT

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

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

- (a) Name of Contractor;
- (b) Contract Number;
- (c) BPA Number;
- (d) Model Number or National Stock Number (NSN);
- (e) Purchase Order Number;
- (f) Date of Purchase;
- (g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and
- (h) Date of Shipment.

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

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

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.

BASIC GUIDELINES FOR USING “CONTRACTOR TEAM ARRANGEMENTS”

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

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

Orders under a Team Arrangement are subject to terms and conditions 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.

22. Installation, De-installation, Re-installation

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

24. Prime Contractor Ordering From Federal Supply Schedules.

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

25. Insurance-Work on a Government Installation (Jan 1997) (far52.228.5)

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.

a. 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.

b. 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).

28. COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION

PREAMBLE

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

COMMITMENT

To actively seek and partner with small businesses.

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

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

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

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

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

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

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in ordering activity contracts. To accelerate potential opportunities please contact (Robin Picanso, 301.703.4206, rpicanso@rulandassociates.com, Facimile: 301.703.4207).

**B. 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.

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 in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike order.

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

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

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

(1) Cancel the stop-work order; or

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

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

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

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

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

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

6. Inspection of Services

The Inspection of Services–Fixed Price (AUG 1996) (Deviation – May 2003) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection–Time-and-Materials and Labor-Hour (JAN 1986) (Deviation – May 2003) clause at FAR 52.246-6 applies to time-and-materials and labor-hour orders placed under this contract.

7. Responsibilities of the Contractor

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227.14, 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.

(1) "Contractor" means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

(2) "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.

(3) 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 activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor's or its affiliates' objectivity in performing contract work.

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

11. Invoices

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

12. Payments

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate 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. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:

a. The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.

b. The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—

- (1) The offeror;
- (2) Subcontractors; and/or
- (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13. Resumes

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

14. Incidental Support Costs

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

15. Approval of Subcontracts

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

C. Description of Information Technology (IT) Services

Ruland Associates, Inc. provides the following Information Technology services:

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

1. IT Facility Operations and Maintenance (D301)

RAI can provide facility operation, management and maintenance of multiple types of facilities. These include:

- Computer System Data Centers
- Communications Facilities
- Video-teleconferencing Centers
- Data Warehouses
- Disaster Recovery Facilities.

RAI can also provide assistance in the outsourcing of IT services including the operation and maintenance of such facilities.

2. IT System Development Services (D302)

RAI provides system development services for management and administrative systems. We specialize in HP, DG, DEC and IBM systems and can provide the following activities:

- Determination of requirements
- Development of functional description
- Development of system and subsystem specifications
- Management of overall system development
- System testing, test sets, test reports
- Preparation and implementation of system training plans.

3. IT System Analysis Services (D306)

RAI performs system analysis functions in support of system decision and development activities, operations research testing and business process re-engineering. This includes, but is not limited to:

- Mission Needs Analysis
- Legacy System Analysis
- Analysis of Alternative Solutions
- Life Cycle Cost Analysis
- Benefit Comparison and Analysis
- Cost-Performance Trade-off Studies
- Goals and Objectives Analysis
- Comparative Hardware/Software Analysis
- Analysis of Prototyping and Test Results
- Evaluation of COTS Hardware and Software

4. Automated Information System Design and Integration Services (D307)

RAI has supported the design and integration of automated information systems since its inception in 1986. This has included, in addition to services listed in 1.5.2 and 1.5.3 above, the following services:

- Conduct BPR by defining missions, goals, objectives, processes and organizational structures
- Conduct critical success factor studies to determine re-engineering parameters
- Development of conceptual designs
- Development of integration plans
- Development of system design documents
- Development of requirements-to-design matrices
- Development and/or review of system performance and production requirements
- Project management of AIS programs
- Development of program approval documentation
- System engineering reviews and reports
- Independent validation/verification of AIS programs
- Development of contingency of operations plans

5. Programming Services (D308)

RAI has been providing system-level and application programming support to our clients for seven years. We specialize in migration of legacy systems to new environments and integrating the software to operate on diverse systems. We provide the following services:

- Conversion of system requirements into programming requirements
- Development of programming specifications and plans
- Selection and acquisition of appropriate tools (CASE, compilers, 4GL, etc.)
- Coding and profiling
- Development of test requirements traceability matrices
- Prototyping and rapid prototyping
- Functional, BETA, system and communications testing

- Source code management (configuration management of version and change control)

6. IT Backup and Security Services (D310)

RAI has developed and implemented multiple levels of back-up procedures for its data center operations. We have defined security and disaster recovery plans and offer the following services:

- Security requirements determination
- Development of security plans
- Development of back-up procedures
- Development of recovery and disaster recover plans
- Operation and management of off-site back-up data centers and data storage facilities
- Development of system security plans

7. IT Data Conversion Services (D311)

RAI performs data conversion services on a regular basis as the result of our programming, system integration and data center maintenance functions. These services include:

- Legacy system data conversion
- Data conversion for new data base designs
- Data conversion from one media to another
- Data imaging and conversion
- Raster to vector and reverse conversion
- Re-engineering of data formats
- Flat-file to RDBMS data conversion

8. IT Network Management Services (D316)

RAI provides services in managing and administering LANs/MANs/WANs; evaluating communications systems, hardware and software; operating mainframe, mini or client/server based network systems; and, designing and optimizing network topologies and site configurations. Included are such tasks as:

- Characterize design features and/or architectures (e.g., fiber, token ring, star, and hybrid) as part of requirements definition for communications systems
- Identify current system communications and interoperability capabilities
- Identify deficiencies and shortcomings of current communications networks
- Define and implement automated design procedures and systems
- Design communications systems
- Evaluate designs and concepts include tradeoff analyses, economic analyses, risk assessments, mathematical analyses, analytical models, performance predictions, simulations, and prototypes
- Design and inspect communications support facilities
- Analyze the performance and operation of communications systems
- Install and integrate communications systems (including extending upgrading or

enhancing existing systems).

9. Other Information Technology Services, Not Elsewhere Classified (D399)

RAI provides a full range of IT professional services. This classification might include, as an example:

- Configuration management and control system design, development and operation
- Security and environmental system design
- Mainframe computer space design
- Major un-interruptible power systems.

D. Information Technology Labor Category Descriptions

Introduction

In order to provide high-quality IT services, RAI provides both professional and support individuals in accordance with the specific requirements of each task. RAI uses a standard set of equivalencies for education and experience, as listed below.

Substitution of Education for Experience:

An Associates degree may be substituted for one year of experience for those labor categories requiring a high school diploma.

A Bachelor's degree may be substituted for two years of experience for those labor categories requiring a high school diploma.

A Master's degree may be substituted for three years of experience for those labor categories requiring a high school diploma.

A Master's degree may be substituted for one year of experience for those labor categories requiring a bachelor's degree.

Substitution of Experience for Education:

High School plus three years additional experience equals an Associate's degree.

High School plus seven years additional experience equals a Bachelor's degree.

High School plus 14 years additional experience equals a Masters' degree.

An Associates' degree plus four years additional experience equals a Bachelor's degree.

An Associates' degree plus seven years additional experience equal a Masters' degree.

Bachelors' degree plus three years additional experience equals a Masters' degree.

The labor categories summarized below are indicative of our current staffing and of the structure we provide to benefit both employees and clients.

Program Manager

Experience: Twelve years or more of management experience in large IT, engineering, logistic support and/or telecommunications programs. These programs incorporate technologies such as client/server computing; LAN/MAN/WAN telecommunication systems; mainframe computer systems; Enterprise management systems; conversion/integration of legacy systems to the new technologies; or other similar functions. This experience has been obtained in at least three of the following functional areas: financial; personnel; business process re-engineering; research/scientific; environmental; logistic support; process control; or configuration management and control. Demonstrated proficiency in acquisition, financial, contract and personnel management of government programs is required. Experience in labor relations, federal acquisition regulations, subcontract and deliverables management, and quality control is also required.

Responsibilities: Provides senior level program management of government contracts or major tasks on government contracts. Reports directly to the company's Chief Operations Officer. Applies knowledge and experience gained in the technologies and functional areas mentioned under experience to direct the accomplishment of solutions to complex IT and telecommunications systems development issues. Organizes, staffs and manages the program in accordance with contract and client requirements; *has authority to commit company resources to meet contract objectives*. Directs and supervises company employees, consultants and subcontractors in the accomplishment of required services and deliverables. Works closely with the contracting officer's technical representative and other authorized government employees to assure that services reflect requirements. Responsible for program compliance with all contract and company reporting requirements.

Education: Bachelor's degree in computer science, engineering, business management or a related field is required.

Project Manager

Experience: Eight years or more of management experience in IT, telecommunications, computer facilities management or other programs. These programs incorporate technologies such as client/server computing; LAN/MAN/WAN telecommunication systems; mainframe computer systems; Enterprise management systems; conversion/integration of legacy systems to the new technologies; or other similar functions. This experience has been obtained in at least two of the following functional areas: financial; personnel; business process re-engineering; research/scientific; environmental; logistic support; process control; or configuration management and control. Demonstrated proficiency in contract, sub-contract and personnel management for government programs is required. Experience in federal acquisition regulations and quality control is desired. The Project Manager labor category in a computer facilities environment may also be known as a Data Center Supervisor or Computer Operations Supervisor or Senior Lead Operator.

Responsibilities: Provides project management of major tasks on government contracts. Reports to the Program Manager. Applies knowledge and experience gained in the technology and functional areas mentioned under experience to direct the accomplishment of solutions to complex IT issues. Manages the project in accordance with contract and client requirements under the supervision of a Program Manager. Directs, trains and supervises subordinates in the accomplishment of required services and deliverables. Works closely with the contracting officer's technical representative and other authorized government employees to assure that services reflect requirements.

Education: A BA degree in Computer Science, Information Systems, Business Management, Engineering or related field required. An AA degree or equivalent formal trade school training in computer system operations and relevant experience may be substituted.

Director, Production Environment

Experience: 12 or more years professional experience, at least six years in management positions with budget and staff management authority, the last three of which as a production manager in a client/server environment. Experience in all facets of operations and management of a data center production environment. Must have expert level knowledge of current and emerging technologies and trends in systems, networks, storage and data center operations. Experience in business process re-engineering, configuration management, disaster recovery planning and testing, facilities and maintenance management, security management and performance/fault management are also required.

Responsibilities: Primary responsibility for all production systems, providing expertise and leadership to design, plan, and execute solutions to problems and assigned tasks. Provides planning, direction and coordination of all work activity for technical staff. Also responsible for the implementation and execution of the production environment management plan; technical studies critical to support functions, using systems and process techniques for analysis or simulation; and, participation in all design, development and maintenance functions concerning systems entering or already in the production environment. Serves as the single point-of-contact for all production system issues, plans, schedules and problems.

Education: Bachelors degree in computer science, engineering, business management or related field is required: Advanced degree desired.

Senior Data Base Administrator (DBA)

Experience: Eight or more years of total IT experience with four or more years as a DBA in a production support or development role. Four or more years experience with multiple database platforms. Expert level knowledge in at least one database platform including performance tuning at the server and application level. Excellent knowledge of NT/Win2K or Unix, including shell, command or Perl scripting. Experienced in writing and tuning complex SQL statements. This experience has been obtained in at least one of the following functional areas: financial; personnel; business process re-engineering; research/scientific; environmental; system acquisition; contract management; logistic support; process control; or configuration management and control. Proficiency in oral and written communication required.

Responsibilities: Provides mid level DBA techniques to solve complex problems in the functional areas listed under Experience above. Provides DBA expertise to design, plan and execute IT or communications solutions to identified problems and assigned tasks. Accomplishes program activities designed to provide technology that ensures effective and economical support of databases. Assists in technical studies critical to support functions, utilizing system and database techniques for analysis or simulation. Assists in the planning, direction and coordination of work activity for technical staff involved in structured analysis, design, programming and testing of various integrated systems. Assists in providing business re-engineering services, security engineering, independent validation and verification, cost/performance trade-off studies and facility engineering and planning to clients as requested.

Education: Bachelor's degree in computer science, engineering, business management or a related field is required.

Master Systems Engineer

Experience: Twelve or more years experience in the management, analysis, planning, design, production, test, installation and life cycle maintenance of computer hardware and software to support IT, telecommunications or other programs. This experience incorporates technologies such as client/server computing; LAN/MAN/WAN telecommunication systems; mainframe computer systems; Enterprise management systems; conversion/integration of legacy systems to the new technologies; or other similar functions. This experience has been obtained in at least three of the following functional areas: financial; personnel; business process re-engineering; research/scientific; environmental; system acquisition; contract management; logistic support; process control; or configuration management and control. Within two of these areas you must be considered a subject matter expert and have had management responsibility for the project engineering. Proficiency in oral and written communication and in personnel management is expected.

Responsibilities: Provides master level systems engineering techniques and management to solve complex problems in the functional areas listed under Experience above. Provides leadership and systems engineering expertise to design, plan and execute IT or communications solutions to identified problems and assigned tasks. Supervises the research, development, design, installation and testing of integrated systems of personnel, materials, machinery and equipment to ensure conformity to functional specifications and client requirements. Directs and coordinates program activities designed to provide technology that ensures effective and economical support of products, systems or equipment. Utilizes computer-assisted engineering and design software and equipment to perform engineering tasks. Directs and coordinates the operation, maintenance, repair and testing of equipment and systems in field installations. Oversees special research or technical studies critical to support functions, utilizing computer techniques for analysis or simulation. Manages and oversees planning, direction and coordination of work activity for technical staff involved in structured analysis, design, programming and testing of various integrated systems. Provides business re-engineering services, security engineering, independent validation and verification, cost/performance trade-off studies and facility engineering and planning to clients as requested. Manages and supervises other engineers in the accomplishment of contractual requirements.

Education: An advanced degree in computer science, engineering, business management or a related field is required.

Senior Systems Engineer

Experience: Eight or more years experience in the management, analysis, planning, design, production, test, installation and life cycle maintenance of computer hardware and software to support IT, telecommunications or other programs. This experience incorporates technologies such as client/server computing; LAN/MAN/WAN telecommunication systems; mainframe computer systems; Enterprise management systems; conversion/integration of legacy systems to the new

technologies; or other similar functions. This experience has been obtained in at least two of the following functional areas: financial; personnel; business process re-engineering; research/scientific; environmental; system acquisition; contract management; logistic support; process control; or configuration management and control. Within one of these areas you must be considered a subject matter expert and have had some management responsibility for the project engineering. Proficiency in oral and written communication and in personnel management is expected.

Responsibilities: Provides master level systems engineering techniques and management to solve complex problems in the functional areas listed under Experience above. Provides systems engineering expertise to design, plan and execute IT or communications solutions to identified problems and assigned tasks. Directs and coordinates program activities designed to provide technology that ensures effective and economical support of products, systems or equipment. Utilizes computer-assisted engineering and design software and equipment to perform engineering tasks. Directs and coordinates the operation, maintenance, repair and testing of equipment and systems in field installations. Accomplishes technical studies critical to support functions, utilizing computer techniques for analysis or simulation. Plans, directs and coordinates technical staff involved in structured analysis, design, programming and testing of various integrated systems. Provides business re-engineering services, security engineering, independent validation and verification, cost/performance trade-off studies and facility engineering and planning to clients as requested. Supervises journeymen and junior engineers in the accomplishment of contractual requirements.

Education: A Bachelor's degree in computer science, engineering, business management or a related field is required.

Journeyman Systems Engineer

Experience: Four or more years experience in the management, analysis, planning, design, production, test, installation and life cycle maintenance of computer hardware and software to support IT, telecommunications or other programs. This experience incorporates technologies such as client/server computing; LAN/MAN/WAN telecommunication systems; mainframe computer systems; Enterprise management systems; conversion/integration of legacy systems to the new technologies; or other similar functions. This experience has been obtained in at least one of the following functional areas: financial; personnel; business process re-engineering; research/scientific; environmental; system acquisition; contract management; logistic support; process control; or configuration management and control. Proficiency in oral and written communication required.

Responsibilities: Provides journeyman level systems engineering techniques to solve complex problems in the functional areas listed under Experience above. Provides systems engineering expertise to design, plan and execute IT or communications solutions to identified problems and assigned tasks. Accomplishes program activities designed to provide technology that ensures effective and economical support of products, systems or equipment. Assists in technical studies critical to support functions, utilizing computer techniques for analysis or simulation. Assists in the planning, direction and coordination of work activity for technical staff involved in structured

analysis, design, programming and testing of various integrated systems. Assists in providing business re-engineering services, security engineering, independent validation and verification, cost/performance trade-off studies and facility engineering and planning to clients as requested.

Education: Bachelor's degree in computer science, engineering, business management or a related field is required.

Junior Systems Engineer

Experience: One or more years experience in the analysis, design, production, test, installation and life cycle maintenance of computer hardware and software to support IT, telecommunications, or other programs. This experience incorporates technologies such as client/server computing; LAN/MAN/WAN telecommunication systems; mainframe computer systems; Enterprise management systems; conversion/integration of legacy systems to the new technologies; or other similar functions. This experience has been obtained in at least one of the following functional areas: financial; personnel; business process re-engineering; research/scientific; environmental; system acquisition; contract management; logistic support; process control; or configuration management and control. Proficiency in oral or written communication is desired.

Responsibilities: Provides junior level systems engineering techniques to solve problems in the functional areas listed under Experience above. Assists in designing, planning and execution of IT or communications solutions to identified problems and assigned tasks. Assists in the operation, maintenance, repair and testing of equipment and systems in field installations. Provides structured analysis, design, programming and testing of various integrated systems as directed. Works under close supervision.

Education: An Associates degree in computer science, engineering, business management or a related field is required.

Master Systems Analyst

Experience: Twelve or more years in applying systems analysis and design techniques to complex computer and telecommunications systems in functional areas such as financial, personnel or document management; logistics or program planning; or engineering, scientific or research management. Requires demonstrated competence in all phases of systems analysis techniques and methods, current knowledge of available system software and hardware and can function as a subject matter expert in two or more of the functional areas mentioned above. Proficient in acquisition/development of computer and telecommunication systems and in Government/Commercial standards, contracts and management processes. Requires experience in management of multiple contracts and/or tasks of a complex nature, written and oral skills and a talent for coordinating and directing project personnel in the accomplishment of assigned tasks.

Responsibilities: Provides master level systems analysis and design techniques and management to the development and/or modification of systems and sub-systems. Guides users in formulating requirements; advises on alternatives and on the implications of new or revised data processing systems; analyzes resulting user project proposals, identifies omissions and errors in requirements

and conducts feasibility studies; recommends optimum approach and develops systems design for approved projects. Interprets information and arbitrates between system users when conflicts exist. Directs and integrates the work of other analysts in the accomplishment of customer goals and contract requirements. Reports directly to the Program Manager.

Education: An advanced degree in computer science, information systems, business management, engineering or related field is required.

Senior Systems Analyst

Experience: Eight or more years in applying systems analysis and design techniques to complex computer and telecommunications systems in functional areas such as financial, personnel or document management; logistics or program planning; or engineering, scientific or research management. Requires demonstrated competence in most phases of systems analysis techniques and methods, current knowledge of available system software and hardware and can function as a subject matter expert in one or more of the functional areas mentioned above. Proficient in acquisition/development of computer and telecommunication systems and in Government/Commercial standards, contracts and management processes. Experience in supervision of other analysts in accomplishing assigned tasks as well as the ability to coordinate and communicate with users, managers and project personnel.

Responsibilities: Provides systems analysis and design techniques to the development and/or modification of systems and sub-systems. Guides users in formulating requirements; advises on alternatives and on the implications of new or revised data processing systems; assists in analyzing resulting user project proposals, in identifying omissions and errors and in conducting feasibility studies. Assists the master analyst in developing the systems design for approved projects. May direct and integrate the work of other analysts in the accomplishment of customer goals and contract requirements. Reports to the Master Analyst or the Program Manager.

Education: A Bachelor's degree in computer science, information systems, business management, engineering or related field is required.

Journeyman Analyst

Experience: Four or more years in applying systems analysis and design techniques to computer and/or telecommunications systems in functional areas such as financial, personnel or document management; logistics or program planning; or engineering, scientific or research management. Requires competence in at least one phase of systems analysis techniques and methods, some current knowledge of available system software and hardware and has some knowledge of one or more of the functional areas mentioned above. Some experience in acquisition/development of computer and telecommunication systems and a working knowledge of Government/Commercial standards is required. Some supervisory experience is desired.

Responsibilities: Assists in providing systems analysis and design techniques to the development and/or modification of systems and sub-systems. Helps users in formulating

requirements; assists in analyzing resulting user project proposals, in identifying omissions and errors and in conducting feasibility studies. Assists other analysts in developing the systems design for approved projects. Reports to the Senior Analyst.

Education: An Associate degree in computer science, information systems, business management, engineering or related field is required.

Junior Analyst

Experience: One or more years assisting in applying systems analysis and design techniques to computer and/or telecommunications systems in functional areas such as financial, personnel or document management; logistics or program planning; or engineering, scientific or research management. Requires experience in at least one phase of systems analysis techniques and methods, some current knowledge of available system software and hardware and has some knowledge of at least one of the functional areas mentioned above. Some experience in acquisition/development of computer and telecommunication systems and a working knowledge of Government/Commercial standards is desired.

Responsibilities: Assists other analysts in providing systems analysis and design techniques to the development and/or modification of systems and sub-systems. Helps users in formulating requirements; assists in analyzing resulting user project proposals, in identifying omissions and errors and in conducting feasibility studies. Assists other analysts in developing the systems design for approved projects. Reports to the Journeyman or Senior Analyst.

Education: A high school degree/GED with some technical school training is required.

Master Programmer

Experience: Twelve or more years of programming experience with both systems level and application programs. Through knowledge of commercial and Government coding standards and practices, software quality assurance strategies and multiple programming languages such as COBOL, C, C++ and JAVA is required. Requires comprehensive knowledge of three or more platforms and operating systems. Must have worked as a master programmer on at least three major programming projects within the last eight years; two of these projects should have included management experience of other programmers. Familiarity with the Software Executive Institute (SEI) Capability Maturity Model (CMM) is required; Level 3 or higher certification is desired.

Responsibilities: Applies expertise in programming to complex programs, recommends the design or redesign of programs, investigates and analyzes feasibility and program requirements and develops programming specifications. Plans and manages the full range of programming activities to produce interrelated, but different, products and solves difficult programming problems. Develops, modifies and maintains complex programs; designs and implements the interrelationships of files and records within programs; develops block diagrams and logic flow charts; and, translates detailed design into computer program-coded instructions. Tests, documents and writes operating instructions for all work. Confers with other project personnel to coordinate efforts and resolve problems. Works independently under overall objectives and at the Program

Managers direction. May supervise other programmers in the accomplishment of assigned work.

Education: An advanced degree in computer science, information systems, business management, engineering or related field is required.

Senior Programmer

Experience: Eight or more years of programming experience with both systems level and application programs. Knowledge of commercial and Government coding standards and practices, software quality assurance strategies and two or more programming languages such as COBOL, C, C++ and JAVA is required. Requires comprehensive knowledge of two or more platforms and operating systems. Must have worked as a senior programmer on at least two major programming projects within the last six years. Familiarity with the Software Executive Institute (SEI) Capability Maturity Model (CMM) is required. Level 2 or higher certification is desired.

Responsibilities: Applies expertise in programming to complex programs, assists in the design or redesign of programs, investigates and analyzes feasibility and program requirements and develops programming specifications. Assists in planning the full range of programming activities to produce interrelated, but different, products and solves programming problems. Develops, modifies and maintains programs; designs and implements the interrelationships of files and records within programs; develops block diagrams and logic flow charts; and, translates detailed design into computer program-coded instructions. Tests, documents and writes operating instructions for all work. Works with other project personnel to coordinate efforts and resolve problems. May work under the direction of a master programmer or the Program Manager. May supervise other programmers in the accomplishment of assigned work.

Education: A Bachelor's degree in computer science, information systems, business management, engineering or related field is required.

Journeyman Programmer

Experience: Four or more years of programming experience with either systems level or application programs. Knowledge of commercial or Government coding standards and practices and one or more programming languages such as COBOL, C, C++ and JAVA is required. Requires knowledge of one or more platforms and operating systems. Must have worked as a journeyman programmer on at least one major programming project within the last two years.

Responsibilities: Applies expertise in programming to assisting in the design or redesign of programs. Develops, modifies and maintains programs; assists in designing and implementing the interrelationships of files and records within programs; develops block diagrams and logic flow charts; and, assists in translating detailed design into computer program-coded instructions. Documents and writes operating instructions for all work. Works with other project personnel to coordinate efforts and resolve problems. Works under the direction of a senior or master programmer or the Program Manager.

Education: An Associates degree in computer science, information systems, business management, engineering or related field is required.

Junior Programmer

Experience: One or more years of programming experience with either systems level or application programs. Knowledge of one or more programming languages such as COBOL, C, C++ and JAVA is required. Requires knowledge of one or more platforms and operating systems. Must have worked as a junior programmer on at least one major programming project within the last year.

Responsibilities: Applies expertise in programming to assisting in the design or redesign of programs. Assists in developing, modifying and maintaining programs; assists in designing and implementing the interrelationships of files and records within programs; develops block diagrams and logic flow charts; and, assists in translating detailed design into computer program-coded instructions. , Documents and writes operating instructions for all work. Works with other project personnel to coordinate efforts and resolve problems. Works under the direction of a journeyman or senior programmer.

Education: A high school diploma/GED and trade school certification in programming is required.

Applications Specialists. For the last decade, government agencies have placed more and more emphasis on the use of Commercial Off-The-Shelf (COTS) software packages, in order to utilize the cost and maintenance advantages of using proven products that have already been developed and deployed. While many of the practices and forms used by the government have been changed to fit the standardized formats offered by COTS products, there is still a wide range of differences between ordering activity requirements and the solutions offered by this type of software. This in turn requires modifications to the commercial product code and changes to its structure in order to make the system work.

System programmers and administrators must be well trained in the proprietary particulars of these various products before they can modify their application. Once modified, COTS systems require continuing attention because of all the fixes, changes, upgrades and code modifications required to keep the system up to date. New versions require updates to all custom changes made to areas changed in the newer version. As individual COTS packages wax and wane in popularity, so too does the demand for programmers with related COTS-specific programming experience. The demand curve peaks for those COTS trained applications programmers who also possess functional experience (i.e., accounting background), and whose expertise is in a COTS product enjoying widespread popularity in the government marketplace. When demand far outstrips the supply of trained specialists, the price for such services escalates, sometimes radically so, until market forces caused balance to be restored. Nevertheless, prior agency commitment to COTS solutions create a legacy of continuing specialized support, irrespective of temporary market dislocations, which in turn places demand on support contractors to provide these highly specialized individuals to serve their government clients. RAI classifies these individuals as Application Specialists, and has

documented the following three labor categories to recognize the rate structure required to hire and retain this talent:

Application Specialist (AS) Level 1

Experience: Individuals possessing two or more years of experience in any application for which the market has driven up the price beyond that which is capable of being filled by the normal rates charged for other applications. This experience is in addition to the normal experience and education in related disciplines that one would expect to find in a senior or master programmer/analyst/administrator. The experience may be functional or technical, or a combination of both.

Application Specialist (AS) Level 2

Experience: Same as Level 1 except has three or more years in this special application and more technical than functional experience. This individual may also have the specialized knowledge to be a Systems Administrator for the specialized application.

Master Data Center Administrator

Experience: Eight or more years in operating main, mini, or large-scale computer systems and/or distributed operating systems. Demonstrated experience in performing basic systems administration in accordance with standard operating procedures, including performance monitoring and enterprise management tools and peripheral equipment support. Demonstrated experience running mission or business critical applications in a network environment. Has thorough understanding of Internet protocols and services. Four years of experience in the supervision and operation of Data Service Centers, incorporating user interface and help desk functions, problem diagnostics and resolution, and the collection of operational data for future analysis and new or corrective actions. Experience with virus detection software, network monitoring tools and security incident reporting. Proficiency in common business communications applications such as Microsoft Office. Ability to train others in system/network operation, administration and diagnostics; internet services, help desk functions security related issues, and communications.

Responsibilities: Operates the control console of mainframe computers, large minicomputer arrays, client/server systems, and/or service center consoles/functions; monitors performance and security, and corrects equipment/system malfunctions; reviews error messages and makes corrections during operation; assists users in resolving problems; maintains records of all problems/errors occurring and actions taken to fix; and, performs root cause analysis of failures. Assists users with Internet/Intranet access. Provides technical assistance to operators, programmers, system analysts, users, and managers in order to evaluate alternatives and resolve problems; Assists users and clients in formulating requirements; and helps project managers with system and data analysis. This labor category may also be known as Data Center Representative, Information Center Representative Computer Operator or Help Desk Representative, Level IV.

Education: A BA degree in Computer Science, Information Systems, Business Management, Engineering or related field required. An AA degree or equivalent formal trade school training in computer system operations and relevant experience may be substituted.

Senior Data Center Administrator

Experience: Six or more years in operating main, mini, or large-scale computer systems and/or distributed operating systems. Demonstrated experience in performing basic systems administration in accordance with standard operating procedures, including performance monitoring and enterprise management tools and peripheral equipment support. Experience running mission or business critical applications in a network environment. Solid understanding of Internet protocols and services. Two years of experience as a team lead for the operation of data service centers, incorporating user interface and help desk functions, problem diagnostics and resolution, and the collection of operational data for future analysis and new or corrective actions. Experience with virus detection software, network monitoring tools and security incident reporting. Proficiency in common business communications applications such as Microsoft Office. Experience in the generation and editing of technical documentation.

Responsibilities: Operates the control console of mainframe computers, large minicomputer arrays, client/server systems, and/or service center consoles/functions; monitors performance and security, and corrects equipment/system malfunctions; reviews error messages and makes corrections during operation; assists users in resolving problems; maintains records of all problems/errors occurring and actions taken to fix; and, performs root cause analysis of failures. Assists users with Internet/Intranet access. Provides technical assistance to operators, programmers, system analysts, users, and managers in order to evaluate alternatives and resolve problems; Assists users and clients in formulating requirements; and helps project managers with system and data analysis. Provides direct supervision and training of team members. Provides technical assistance to operators, programmers, system analysts, and users in order to resolve problems. Functions as a team or shift or project lead when required. This labor category may also be known as Data Center Representative, Information Center Representative Computer Operator or Help Desk Representative, Level III.

Education: A BA degree in Computer Science, Information Systems, Business Management, Engineering or related field required. An AA degree or equivalent formal trade school training in computer system operations and relevant experience may be substituted.

Journeyman Data Center Administrator

Experience: Four or more years in operating main, mini, or large-scale computer systems and/or distributed operating systems. Experience in performing basic systems administration in accordance with standard operating procedures, and peripheral equipment support. Experience running mission or business critical applications in a network environment. Solid understanding of Internet protocols and services. Experience in the operation of data service centers, incorporating user interface and help desk functions, problem diagnostics and resolution, and the collection of operational data for future analysis and new or corrective actions. Experience with virus detection software, network

monitoring tools and security incident reporting. Experience with common business communications applications such as Microsoft Office.

Responsibilities: Operates the control console of mainframe computers, large minicomputer arrays, client/server systems, and/or service center consoles/functions; monitors performance and security, and corrects equipment/system malfunctions; reviews error messages and makes corrections during operation; assists users in resolving problems; maintains records of all problems/errors occurring and actions taken to correct. This labor category may also be known as Data Center Representative, Information Center Representative Computer Operator or Help Desk Representative, Level II.

Education: An Associate degree in computer science, information systems, business management, engineering or related field is required, relevant experience may be substituted.

Junior Data Center Administrator

Experience: Two or more years in operating main, mini, or large-scale computer systems and/or distributed operating systems. Experience in performing basic systems administration in accordance with standard operating procedures, and peripheral equipment support. Experience supporting mission or business critical applications. Basic understanding of Internet technologies. Experience in end user support in either a help desk or operations environment. Familiarity with common business communications applications such as Microsoft Office.

Responsibilities: Operates the control console of mainframe computers, large minicomputer arrays, client/server systems, and/or service center consoles/functions. Identifies problems and escalates them for resolution when required. Provides basic end user support on critical business applications. Maintains records of all problems/errors occurring and corrective actions taken. This labor category may also be known as Data Center Representative, Information Center Representative Computer Operator or Help Desk Representative, Level I.

Education: A high school degree/GED with some technical school training is required.

Junior Computer Operator

Experience: Six or more months as a Computer Operator, Help Desk Assistant, Tape Librarian and/or Data Entry Clerk. Experience in performing basic systems administration in accordance with standard operating procedures. Experience in end user support in either a help desk or operations environment. Familiarity with common business communications applications such as Microsoft Office.

Responsibilities: Works under close personal supervision and is provided detailed written or oral guidance before and during assignments. As instructed, resolves common operating problems or escalates them for resolution when required. May serve as assistant to a more senior level operator, working under close supervision or performing a portion of a more senior operator's work. This

labor category may also be known as Junior Help Desk Assistant, Junior Data Entry Clerk or Junior Tape Librarian.

Education: A high school degree/GED is required. Appropriate certified training may be substituted for experience.

Administrative Support: This category encompasses support functions such as secretarial, data entry, editing, technical writing, word processing, etc. Individuals within this category are hired based on position/contract requirements, which may include one or more of the functions specified.

Senior Administrator

Experience: This position requires a minimum of eight years experience, of which at least four years must be specialized. Specialized experience includes: editing documents, office management, technical writing or secretarial functions. Demonstrated ability to work independently or under only general direction.

Responsibilities: Responsibilities may include one or more of the following: collects and organizes information required for preparation of user's manuals, training materials, installation guides, proposals, and reports; edits functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents. Gathers, analyzes, and composes technical information; conducts research and ensures the use of proper technical terminology; translates technical information into clear, readable documents to be used by technical and non-technical personnel. Performs data entry via on-line data terminal, key-to-tape, key-to-disk, or similar devices; verifies data entered, where applicable; composes correspondence requiring some understanding of technical matters; may sign for executive when technical or policy content has been authorized. Notes commitments made by executive during meetings and arranges for staff implementation. On own initiative, arranges for staff member to represent organization to conferences and meetings, establishes appointment priorities, or reschedules or refuses appointments or invitations. Reads outgoing correspondence for executive's approval and alerts writers to any conflict with the file or departure from policies or executive's viewpoints; gives advice to resolve the problems. Summarizes the content of incoming materials, specially gathered information, or meetings to assist executive; coordinates the new information with background office sources; draws attention to important parts or conflicts. In the executive's absence, ensures that requests for action or information are relayed to the appropriate staff member; as needed, interprets request and helps implement action; makes sure that information is furnished in timely manner; decides whether executive should be notified of important or emergency matters.

Education: An Associates degree in English, literature, teaching, business or liberal arts is required.

RAI Information Technology Schedule Price List

21 June 2008 - 20 June 2009

Labor Category	Customer Site	RAI Site
Program Manager	95.31	107.57
Project Manager	65.70	87.48
Director, Production Systems	118.60	n/a
Senior Data Base Administrator (DBA)	76.98	86.94
Master Systems Engineer	83.52	83.52
Senior Systems Engineer	72.52	81.89
Journeyman Systems Engineer	57.58	65.02
Junior Systems Engineer	44.38	50.13
Master Systems Analyst	83.52	83.52
Senior Systems Analyst	72.52	81.89
Journeyman Systems Analyst	57.58	65.02
Junior Systems Analyst	44.38	50.13
Master Programmer	83.52	83.52
Senior Programmer	72.52	81.89
Journeyman Programmer	57.58	65.02
Junior Programmer	44.38	50.13
Applications Specialist Level Two	132.24	132.24
Applications Specialist Level One	111.36	111.36
Master Data Center Administrator	57.04	n/a
Senior Data Center Administrator	47.00	n/a
Journeyman Data Center Administrator	39.96	n/a
Junior Data Center Administrator	36.50	n/a
Junior Computer Operator	29.52	n/a
Senior Administrator	50.29	55.86