



## IT Services Overview

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GSA Pricelist and Labor Category Descriptions follow IT Services Summaries.

Representative project descriptions and customer references are available in all subject categories.



## IT Services Overview

### **Corporate Overview**

PC Network is an IT company delivering outsourced IT services and support and network technology integration consulting nationwide. Founded in 1988, PC Network has grown from its traditional systems integrator roots to become a mid-sized firm focusing on managed IT services, IT consulting and staff augmentation. Over the course of the past two decades we have established IT services contracts with the states of New Jersey, Pennsylvania, Delaware and New York. We have provided services to a number of municipalities, counties and school districts. This experience gives us a deep understanding of the needs of government IT organizations faced with the challenges of ever-growing IT requirements and tightening budgets.

PC Network has extensive experience with nationwide technology deployments, with personnel in Delaware, Illinois, Maryland, Massachusetts, New Jersey, New York, Pennsylvania, Virginia and Washington, DC. Over the last 7 years, PC Network has successfully delivered over \$40 million in technology solutions to a broad base of clients including large, medium and small enterprises across the commercial, government and educational sectors. PC Network has served Amtrak as well as Fortune 1000 companies and government entities to design, deliver, and manage outsourced IT solutions and to provide subject matter expert resources when and where customers need them. PC Network's highly experienced consultants, help desk agents and certified technicians have deep expertise in not only information technology but also the industries that rely on it to serve their customers.

#### ***Woman-Owned Business Enterprise***

PC Network is currently seeking certification as a Woman-owned Business Enterprise from WBENC and New Jersey, Pennsylvania and Maryland (among other states and organizations). On June 8, 2007, PC Network Inc. was certified as an Amtrak Woman-owned Business Enterprise.

#### ***Why PC Network?***

PC Network offers a combination of proven experience, resources, skills, and value that make us the best fit to support a wide range of IT services needs. Our ability to quickly learn and adapt to our customer's business, IT environment and organization enables us to provide service continuity and mitigate transition risks as we transition control of project processes and personnel.

Our industry expertise and experience is shown in our certifications as a Microsoft Gold Certified Partner, Novell Gold Partner, Citrix Silver Partner, 3Com Focus Partner, Hewlett Packard Authorized Partner. Our breadth of services includes the design, implementation, monitoring and management of LAN/WAN/SANs, data, voice and radio networks, datacenter operations and monitoring, hardware and software systems deployment, and ERP and COTS evaluations and implementations. In addition we leverage relationships with the Project Management Institute, Help Desk Institute, the International Information Systems Security Certification Consortium, Inc. and the Outsourcing Institute with our hands on experience and "lessons learned" to provide flexible, customized solutions for our customers.

Finally, PC Network is uniquely qualified to work successfully in a multi vendor environment; we have the expertise, experience, and temperament to integrate our work processes and resources with that of other vendors. Our experience with multi vendor governance and delivery surpasses firms several times our size. Why? As a smaller player, we are always in a position where we are delivering services alongside other vendors. We understand what it takes to work in a cooperative environment and we have successfully delivered services within that type of environment for over 18 years. Finally, we recently added a resource to our executive team who has significant experience implementing and managing complex multi vendor complex outsource deals (\$50mil+). This resource has a comprehensive knowledge of multi vendor governance and has thorough understanding of what it takes to be successful in delivering outsourced services.



### Program Management

A PC Network Program Manager assumes responsibility for day-to-day operational management of all activities and functions in a designated program area within a line or staff department, including developing, implementing and evaluating program policies, procedures and standards; determining program service levels and enhancements; developing and monitoring program budgets; providing technical advice and/or supervision to staff, other departments, the public and other agencies, and performs related work as required.

### Project Management

A PC Network Program Manager oversees all aspects of the project using planning, monitoring and controlling processes. The Project Manager is responsible for co-ordination and completion of the project and to this end will perform a variety of tasks including setting deadlines, assigning responsibilities, and monitoring and summarizing progress of the project. The Project Manager may be responsible for more than one project at a time.

### Business Re-engineering

The PC Network Business Re-engineering practice assumes responsibility for working closely with client leadership to drive strategic business improvements and support the implementation of key deliverables throughout the business. This is achieved through detailed analysis of business activity with the goal to develop improved outcomes reflective of the strategic direction of the business while successfully engaging key stakeholders throughout the organization. Our view is that we should constantly challenge the existing business outcomes being achieved and promote philosophy of constructive change through all channels.

### Help Desk

We have over 18 years experience providing centralized services that come under the Help Desk umbrella, including:

- **Service/Help Desk** – We provide centralized support and management services to handle customer queries and operational problems about IT-related processes, requests, policies, systems and use. Typically, these services are administered remotely via telephone and remote control systems that allow our help desk personnel resolve user issues from a centralized call center. These services are supplemented by some or all of the following:
  - **Desk Side Services Support** – We have a nationwide network of IT professionals to provide service at the physical location of the user and the supported equipment. This service may be solely to supplement our help desk service – that is, we would dispatch an on-site technician to resolve issues that cannot be resolved remotely – or we may be contracted to provide on-going service to maintain customer equipment in good working order with up-to-date hardware and software, maintain desktop/laptop software and standard operating environments and applications associated with the user’s tasks and activities, as well as the associated business processes.
  - **PC Refresh & Equipment Repair Depot Support** – We have experience setting up centralized equipment depots which can be used as a base of operations for a variety of purposes. In the context of a nationwide PC Refresh, central build and deployment facility greatly increases efficiency while ensuring implementation of uniform PC standards, images and configuration. Similarly, for a large, nationwide enterprise, a



	<p>centralized repair depot provides reliable, cost-effective repair and replacement for field-deployed equipment as well as an efficient warranty replacement tracking and shipping hub.</p> <ul style="list-style-type: none"><li>○ <b>Asset Management Services</b> – The above services help our customers gain control over the physical, financial and contractual aspects of their IT assets throughout the asset life cycle. This includes coordination of asset receipt and delivery with field personnel through disposal and ensuring compliance with standards and architectures.</li><li>● <b>Service Management and Administrative Services</b> – Ongoing status checking and problem management (surveillance, tracking, escalation, resolution and tracking of problems) for all Services Teams. A PC Network program manager will meet on a weekly, monthly and quarterly basis with team leads to receive status updates and proactively identify and manage risks and problems and establish a schedule with customer stakeholders for regular meetings, updates and status reports.</li></ul>
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### System Engineering

	<p>PC Network engineers have years of experience sizing and integrating servers across multiple hardware and software platforms, with a specialization in IBM, Dell, and HP hardware platforms supporting Windows, Netware, and Linux platforms including Debian, Red Hat, and SUSE. To ensure peak performance and interoperability PC Network engineers are diligent in testing and deploying the latest driver and firmware upgrades across our clients infrastructures. PC Network engineers utilize baselining to verify that servers are performing as anticipated and be able to take corrective action before problems become serious.</p> <p>PC Network fully supports standard network applications such as Exchange, GroupWise, MS SQL, Oracle, SharePoint, Apache, Domino, and others. Because our clients come from multiple industries, PC Network has learned to remain open and flexible with regards to supporting enterprise applications. PC Network engineers work closely with software vendors to ensure that our client’s infrastructure meets the applications requirements and that applications are installed properly to minimize future support headaches.</p> <p>PC Network also specializes in data availability and recovery. PC Network engineers are experts at configuring highly available multi-node clusters across all industry leading platforms. PC Network believes that consistently scheduled failover and failback testing are necessary steps to maximizing system availability. We understand that the size of our client’s data continues to grow and have implemented DAS, NAS, and SAN solutions to combat this problem. We help our clients meet data archiving needs by deploying technology such as optical disks and EMC solutions. Our clients are also being asked to more with less as time goes on; as such PC Network has embraced technologies like Blades and Virtualization to address these issues.</p>
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### Enterprise Architecture

	<p>PC Network has provided enterprise architecture and infrastructure consulting services for our clients as a core competency for nearly 20 years. PC Network employs a staff of highly talented consultants who specialize in designing enterprise architectures to meet business goals while staying within prescribed budgets. Our engineers are industry professionals with years of practical experience with systems deployment and integration. Our team will carry out the implementation of the approved project plan with the utmost of professionalism and skill. PC Network consultants and engineers document procedures and lessons learned not only to provide outstanding deliverables, but also to ease future administration and</p>
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maintenance. PC Network’s service approach is based on a combination of best practice approaches from industry standards like ITIL, ITSM, and ISO 20000.

PC Network firmly believes that business needs should drive technology and that decisions should not be made until risks, costs, and impacts are analyzed and reconciled. Before making recommendations PC Network will meet with pertinent stakeholders to discover what business need is driving the engagement. PC Network then works with our clients to develop an all-encompassing set of requirements which will be used to ultimately judge the success or failure of the project.

Our experience has taught us that managing perceptions and expectations greatly increases the chances for success. Therefore, PC Network advises our clients to communicate with end users to help them understand the reasons and benefits of change. PC Network will also develop materials and conduct training sessions to ensure a smooth transition. Utilizing customer requirements, PC network will design a solution that fits into the existing enterprise architecture and budget. PC Network believes in designing solutions that use industry standards and protocols in order to maximize compatibility and effectiveness. PC Network will recommend architecture upgrades as necessary to accommodate new initiatives and will assimilate those recommendations into a comprehensive project plan.

**Network Operations**

PC Network understands that fast and reliable access to data is a necessity in today’s environment, which is why our employees coordinate closely with vendors to ensure that industry and vendor best practices are in put into place. By utilizing best practices, creating meticulous documentation, and following strict maintenance procedures PC Network has been able to provide our clients with the best return on their technology investments.

PC Network engineers are experienced maintaining x500 and similar databases such as LDAP, Active Directory, and eDirectory as well as Network services like DNS and DHCP. We understand that whenever adding or changing information on a clients network it is imperative that information is entered as completely and as accurately as possible. Our engineers are also skilled at utilizing scripts to automate many of the tedious and repetitive tasks necessary for efficient LAN administration.

PC Network believes that proactive monitoring and management of deployed systems is an important practice to ensure that reliability and efficiency are maintained throughout the product lifecycle. PC Network engineers utilize industry leading management tools including Ciscoworks, OpenView, Insight Manager, and Tivoli to perform LAN maintenance proactively.

**IT Staff Augmentation Services**

PC Network offers a full range of IT Support services to customers needing to supplement their current staff both on a permanent and project-by-project basis. PC Network Employs a staff of highly skilled technicians, engineers, and project managers who help us to deliver outstanding service to our clients on time and on budget. Our breadth of services includes WAN/LAN design and implementation, Security, Server sizing and deployment, Network Administration, Seat Management, Managed Services, Help Desk, and more.



## ATTACHMENT I

### AUTHORIZED FEDERAL SUPPLY SERVICE INFORMATION TECHNOLOGY SCHEDULE PRICELIST GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT, SOFTWARE AND SERVICES

#### Special Item No. 132-51 Information Technology Professional Services

Note: 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.

### **PC Network Inc.**

Land Title Building  
100 S. Broad St., Suite 1205  
Philadelphia, PA 19110

Phone: (267) 236-0015 | Fax: (267) 236-0016

<http://www.LanUSA.com>

Contract Number: GS-35F-0531S

Period Covered by Contract: July 18, 2006 to July 17, 2011

General Services Administration  
Federal Supply Service

Pricelist current through Contract #GS-35F-0531S, dated July 18, 2006.

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

## **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 D313 Computer Aided Design/Computer Aided Manufacturing (CAD/CAM) Services

FPDS Code D316 IT Network Management Services

FPDS Code D317 Creation/Retrieval of IT Related Automated News Services, Data Services, or  
Other Information Services (All other information services belong under  
Schedule 76)

FPDS Code D399 Other Information Technology Services, Not Elsewhere Classified

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

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

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

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**INFORMATION FOR ORDERING ACTIVITIES  
APPLICABLE TO ALL SPECIAL ITEM NUMBERS**

**SPECIAL NOTICE TO AGENCIES: SMALL BUSINESS PARTICIPATION**

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

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

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

**2 CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION:**

**PC NETWORK Inc.  
Land Title Building  
100 S. Broad St, Suite 1205  
Philadelphia, PA 19110**

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

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

**(267) 236-0015**

**3 LIABILITY FOR INJURY OR DAMAGE**

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

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

Block 9: G. Order/Modification Under Federal Schedule

Block 16: Data Universal Numbering System (DUNS) Number: **364352946**

Block 30: Type of Contractor – **Small Business**

Block 31: Woman-Owned Small Business - **No**

Block 36: Contractor's Taxpayer Identification Number (TIN): **22-3405334**

4a. CAGE Code: **1RDP1**

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)
<b><u>132-51</u></b>	<b><u>As Specified by Individual Task Orders</u></b>

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

**7 DISCOUNTS**

Prices shown are NET Prices; Basic Discounts have been deducted

- a. Prompt Payment: **None** – **Net 30** days from receipt of invoice or date of acceptance, whichever is later.
- b. Quantity: **None**
- c. Dollar Volume: **None**
- d. Government Educational Institutions: **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.

**9 STATEMENT CONCERNING AVAILABILITY OF EXPORT PACKING**

Not Applicable.

**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 (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.
- (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/>.

## 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. 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:

NONE

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

## **20 BLANKET PURCHASE AGREEMENTS (BPAS)**

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.

## **22 INSTALLATION, DEINSTALLATION, REINSTALLATION**

The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of \$2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall 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 applies.

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

## **23 SECTION 508 COMPLIANCE.**

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

The EIT standard can be found at: [www.Section508.gov/](http://www.Section508.gov/).

**24 PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES.**

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

- (a) A copy of the authorization from the ordering activity with whom the contractor has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor); and
- (b) The following statement:

This order is placed under written authorization from \_\_\_\_\_ dated \_\_\_\_\_. In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.

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

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

**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 task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
- d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

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

- (a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-
  - (1) Cancel the stop-work order; or
  - (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.
- (b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule

or contract price, or both, and the contract shall be modified, in writing, accordingly, if-

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

## **6 INSPECTION OF SERVICES**

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.

2. 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/EC 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.

## **16 DESCRIPTION OF IT SERVICES AND PRICING**

For a full description of each type of IT Service offered under Special Item Numbers 132-51 IT Services please refer to the Labor Category Descriptions and Pricing section incorporated in this GSA Pricelist.

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

PREAMBLE

(Name of Company) 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:

**Shaun Antram**

**Phone: 267-236-0015 x106**

**Fax: 267-236-0016**

[shaun@lanusa.com](mailto:shaun@lanusa.com)

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

(Insert Customer Name)

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

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

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

Signatures

\_\_\_\_\_  
Ordering Activity                      Date

\_\_\_\_\_  
Contractor                              Date

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

**(CUSTOMER NAME)  
BLANKET PURCHASE AGREEMENT**

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

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

MODEL NUMBER/PART NUMBER                      \*SPECIAL BPA DISCOUNT/PRICE

\_\_\_\_\_

\_\_\_\_\_

(2) Delivery:

DESTINATION    DELIVERY SCHEDULES / DATES

\_\_\_\_\_

\_\_\_\_\_

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

(4) This BPA does not obligate any funds.

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

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

OFFICE    POINT OF CONTACT

\_\_\_\_\_

\_\_\_\_\_

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

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

(a) Name of Contractor;

- (b) Contract Number;
  - (c) BPA Number;
  - (d) Model Number or National Stock Number (NSN);
  - (e) Purchase Order Number;
  - (f) Date of Purchase;
  - (g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and
  - (h) Date of Shipment.
- (9) The requirements of a proper invoice are specified in the Federal Supply Schedule contract. Invoices will be submitted to the address specified within the purchase order transmission issued against this BPA.
- (10) The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of this BPA and the Contractor's invoice, the provisions of this BPA will take precedence.

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

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**PC NETWORK INC.'S INFORMATION TECHNOLOGY LABOR CATEGORY  
DESCRIPTIONS AND AUTHORIZED GSA PRICING**

PCN Professional Services rates are listed alphabetically in the Pricing Table that appears at the end of this section. The Pricing Table contains on-site and off site rates for each labor category from the base period throughout year 2010.

Level I - A position at this level is typically a worker who performs the routine tasks involved in the subject assignment.

Level II - A position at this level is typically an experienced worker who performs the more complex tasks involved in the subject assignment.

Level III - A position at this level typically plans, organizes, assigns and executes work of the organizational unit. May also help evaluate employee performance and conduct, enabling the effective recommendation for the hiring, firing, promoting, and disciplining of subordinates.

**1 APPLICATION DEVELOPER I**

Minimum/General Experience: Two (2) years of specialized experience in systems analysis and applications development and programming.

Functional Responsibility: Develops application programs in accordance with program and system design specifications. Translates detailed design into coded instructions and database structures. Tests, debugs and refines programs to produce the desired results. Refines programs to reduce operating time and efficiency. Develops necessary documentation and operational procedures.

Education: A Bachelor's degree in Computer Science, Information Systems, Telecommunications, Engineering or other related scientific or technical discipline. A Master of Science degree in one of the disciplines will be considered equivalent to one (1) year specialized experience and two (2) years general experience. Three (3) years specialized experience in systems analysis and applications development and programming may be accepted in lieu of degree.

**2 APPLICATION DEVELOPER II**

Minimum/General Experience: Four (4) years of experience in systems analysis and applications development. At least two (2) years specialized experience in database design, the use of structured analysis, design methodologies, design tools, and object oriented principles.

Functional Responsibility: Performs systems modeling, simulation, and analysis on moderately complex assignments. Designs, develops, troubleshoots, and analyzes

complicated software programs. Working with more experienced software engineers, manages software development and support using formal specifications, data flow diagrams, other accepted design techniques, and CASE tools. Reviews existing programs and assists in making refinements, reducing operating time, and improving current techniques.

Education: A Bachelor's degree in Computer Science, Information Systems, Telecommunications, Engineering or other related scientific or technical discipline. A Master of Science degree in one of the disciplines will be considered equivalent to one (1) year specialized experience and two (2) years general experience. Four (4) years specialized experience in systems analysis and applications development and programming may be accepted in lieu of degree.

### **3 COMPUTER REPAIR DEPOT TEAM LEAD**

Minimum/General Experience: Six (6) years experience. Requires extensive knowledge of Windows or Unix-based systems and other client computer equipment, software, and application processes.

Functional Responsibility: Provides highest-level support to users; interfaces with client management. Directs and advises lower level technicians. Applies knowledge of state-of-the-art software, hardware, network infrastructure, and information technology to troubleshoot user/system problems. Provide installation services and define facilities requirements. Possess knowledge of inventory control and incident reporting systems, VPN, standard PC software applications (Microsoft Office, terminal emulation, email, etc.), peripherals management, domain management, networking and server systems and Citrix configuration.

Education: Associates degree; technical certification or two (2) years of specialized experience may be substituted for a degree.

### **4 COMPUTER REPAIR DEPOT TECHNICIAN I**

Minimum/General Experience: Entry level position; knowledge of and ability to work with Windows or Unix-based systems and client computer hardware and software required.

Functional Responsibility: Provides first-level, intermediate, support to users. Applies information technology knowledge to troubleshoot user or system problems. Routes complex problems to more experienced technical specialists. May provide installation support. May possess knowledge of inventory control and incident reporting systems, VPN, standard PC software applications (Microsoft Office, terminal emulation, email, etc.).

Education: Associates degree; technical certification or two (2) years of specialized experience may be substituted for a degree.

## 5 COMPUTER REPAIR DEPOT TECHNICIAN II

Minimum/General Experience: Two (2) years of specialized experience. Requires solid knowledge of Windows or Unix-based systems and other client computer equipment, software, and application processes.

Functional Responsibility: Provides support to users on issues of moderate complexity. Applies knowledge of state-of-the-art software, hardware, network infrastructure, and information technology to troubleshoot user/system problems. Provide installation services and define facilities requirements. Route highly complex problems to more experienced technical specialists. Possess knowledge of inventory control and incident reporting systems, VPN, standard PC software applications (Microsoft Office, terminal emulation, email), and peripherals management. May possess knowledge of domain management, networking and server systems and Citrix configuration.

Education: Associates degree; technical certification or two (2) years of specialized experience may be substituted for a degree.

## 6 DESKSIDE SUPPORT TECHNICIAN I

Minimum/General Experience: One (1) years experience in the computer industry. Capable of hardware and software (operating systems and applications) installation and configuration. Skilled in troubleshooting problems related to printers, software (operating systems and applications) and basic network related issues.

Functional Responsibility: Provides first-level, intermediate, Deskside support to users. Installation and troubleshooting of problems related to desktop systems, printers, software (operating systems and applications) and basic network related issues. Routes complex problems to more experienced technical specialists.

Education: Associates degree; technical certification or two (2) years of specialized experience may be substituted for a degree.

## 7 DESKSIDE SUPPORT TECHNICIAN II

Minimum/General Experience: Two (2) years experience in the computer industry. Experienced in hardware and software (operating systems and applications) installation and configuration. Skilled in troubleshooting problems related to printers, software (operating systems and applications) and advanced network related issues. Provides desk side support to client base.

Functional Responsibility: Provides Deskside support to users on issues of moderate complexity. Installation and troubleshooting of problems related to desktop systems,

printers, software (operating systems and applications) and basic network related issues. Routes complex problems to more experienced technical specialists.

Education: Associates degree; technical certification or two (2) years of specialized experience may be substituted for a degree.

## **8 DESKTOP BUILD TECHNICIAN**

Minimum/General Experience: Entry level position; knowledge of and ability to work with Windows or Unix-based systems and client computer hardware and software required. Customer service skills and technical knowledge of PC applications, build and PC rollout process.

Functional Responsibility: Responsible for working with the Project Team Lead and the Build Team Lead to provide the build of new PCs meeting end user specifications. Prepare computers for centralized install process. Installs, configures and troubleshoots the standard load and user specific software. Authenticates to the network and configures system as appropriate depending on whether the machine is network or Modem attached. Updates system and process documentation. Prepares systems for shipping. Provides Tier II support as needed and as time allows.

Education: Associates degree, technical certification or two (2) years of specialized experience desired.

## **9 DESKTOP DEPLOYMENT: AD HOC FIELD TECHNICIAN I**

Minimum/General Experience: Entry level position; knowledge of and ability to work with Windows or Unix-based systems and client computer hardware and software required. Customer service skills and technical knowledge of PC applications, build process and PC rollout processes.

Functional Responsibility: Working with a desktop template prepares and deploys images to target client platforms. Configures end-user peripherals on newly deployed systems. Performs first level troubleshooting analysis for software or hardware conflicts on deployed systems. Routes more complex problems to higher level technicians.

Education: Associates degree; technical certification or two (2) years of specialized experience may be substituted for a degree.

## **10 DESKTOP DEPLOYMENT: AD HOC FIELD TECHNICIAN II**

Minimum/General Experience: Five (5) years experience. Requires extensive knowledge of Windows or Unix-based systems and client hardware and software required. Possesses analytic skills for implementation and/or configuration conflicts.

Can identify corrective measures and provide recommendations for approval. Customer service skills and technical knowledge of PC applications, build process and PC rollout processes.

Functional Responsibility: Working with a desktop template prepares and deploys images to target client platforms. Configures end-user peripherals on newly deployed systems. Performs troubleshooting analysis for software or hardware conflicts on deployed systems. Formulates corrective actions for submission to review and approval entities.

Education: Associates degree; technical certification or two (2) years of specialized experience may be substituted for a degree.

## **11 DESKTOP DEPLOYMENT: FIELD ENGINEER I**

Minimum/General Experience: Four (4) years experience with solid hardware, software, network and customer service skills; One (1) years experience leading structured PC rollouts. Requires solid knowledge of Windows or Unix-based systems and other client computer equipment, software, and application processes. Possesses analytic skills for implementation and/or configuration conflicts. Can identify corrective measures and provide recommendations for approval.

Functional Responsibility: Working with a desktop template prepares and deploys images to target client platforms. Configures end-user peripherals on newly deployed systems. Performs troubleshooting analysis for software or hardware conflicts on deployed systems. Formulates corrective actions for submission to review and approval entities. Manage junior and ad hoc field team technicians. Update written documentation supporting the project.

Education: Associates degree; technical certification or two (2) years of specialized experience may be substituted for a degree.

## **12 DESKTOP DEPLOYMENT: TECHNICAL LEAD I**

Minimum/General Experience: Four (4) years experience. Requires extensive knowledge of Windows or Unix-based systems and other client computer equipment, software, and application processes. Strong customer service skills, technical knowledge of PC applications, build process and PC rollout processes.

Functional Responsibility: Responsible for working with the Project and Senior Team Lead and the Build Team Technicians as well as client management and stakeholders to establish the system build, logistics, field installation, troubleshooting and returns process for modem and network attached PCs and peripherals. Manage level II support mechanism for field deployment technicians and engineers. Work with field teams to

ensure documentation is kept current. Provide productivity, inventory and incident reports to the Project Team Lead/Managers and/or client management.

Education: Associates degree; technical certification or two (2) years of specialized experience may be substituted for a degree.

### **13 DESKTOP DEPLOYMENT: TECHNICAL LEAD II**

Minimum/General Experience: Six (6) years experience. Requires extensive knowledge of Windows or Unix-based systems and other client computer equipment, software, and application processes. Strong customer service skills, In-depth technical knowledge of PC applications, build process and PC rollout processes.

Functional Responsibility: Responsible for working with the Project Team Lead and the Build Team Technicians as well as client management and stakeholders to establish the system build, logistics, field installation, troubleshooting and returns process for modem and network attached PCs and peripherals. May also work on networking and cabling issues. Create and manage level II support mechanism for field deployment technicians and engineers. Work with field teams to ensure documentation is kept current. Provide productivity, inventory and incident reports to the Project Team Lead/Manager and/or client management.

Education: Associates degree; technical certification or two (2) years of specialized experience may be substituted for a degree.

### **14 DESKTOP IMAC (INSTALL, MOVE, ADD CHANGE) COORDINATOR**

Minimum/General Experience: Entry level position. Must have excellent communication, customer service and strong data entry and organizational skills. Must be able to communicate effectively with management, users and technicians. Basic PC knowledge and working knowledge of Excel and Access. Previous call center experience and/or knowledge of the Peregrine system is a plus.

Functional Responsibility: Contact and interview users, via phone and email, in order to create accurate profiles of end user systems. Document user system profiles accurately and with attention to detail. Aid in scheduling of technicians and installs and send customer satisfaction surveys.

Education: Associates degree or two (2) years of experience desired.

### **15 FIELD ENGINEER I: DESKTOP SYSTEMS**

Minimum/General Experience: Four (4) years experience. Knowledge of and ability to work with Windows or Unix-based systems and client computer hardware and software

required. Ability to assess and quickly adapt to varying client environments. Possess strong research and discovery skills to aid in troubleshooting analysis. Possess strong communication skills and works well in team/project environments. Experienced in leading small teams in executing assigned tasks. Able to provide escalation support for issues for lower echelon resources. Past experience in administration of a variety of hardware and software systems.

Functional Responsibility: Responds to client support requests that are typically concerned with back-office information technologies infrastructure (Servers, Storage, Communications, and Networking). Able to perform initial troubleshooting analysis on business unit or branch office scale systems. Creates documentation providing recommendations for corrective actions based on results of analysis. Implements changes on complex systems in conjunction with customer site operating guidelines and standards and/or industry best practices.

Education: Associates degree. Two (2) years of specialized experience may be substituted for a degree.

## **16 FIELD ENGINEER II: CLIENT SYSTEMS**

Minimum/General Experience: Four (4) years experience. Knowledge of and ability to work with Windows or Unix-based systems and client computer hardware and software required. Ability to assess and quickly adapt to varying client environments. Possess strong research and discovery skills to aid in troubleshooting analysis. Possess strong communication skills and works well in team/project environments. Past experience in administration of a variety of hardware and software systems. Experience with configuration, administration, support of relevant vertical systems (i.e. Point of Sale, Automated Teller, Time Keeping Terminals, etc.). Experience in deploying and integrating vertical systems.

Functional Responsibility: Responds to client support requests that are typically concerned with vertical client systems. Able to perform initial troubleshooting analysis on vertical systems and its components. Creates documentation providing recommendations for corrective actions based on results of analysis. Implements changes on complex systems in conjunction with customer site operating guidelines and standards and/or industry best practices. Configures and deploys vertical client system components. Upgrades vertical systems and/or components. Works with customer Change/Configuration Management practices to ensure changes are recorded.

Education: Associates degree. Two (2) years of specialized experience may be substituted for a degree.

**17 FIELD ENGINEER II: DESKTOP SYSTEMS**

Minimum/General Experience: Four (4) years experience. Knowledge of and ability to work with Windows or Unix-based systems and client computer hardware and software required. Ability to assess and quickly adapt to varying client environments. Possess strong research and discovery skills to aid in troubleshooting analysis. Possess strong communication skills and works well in team/project environments. Experienced in leading small teams in executing assigned tasks. Able to provide escalation support for issues for lower echelon resources. Past experience in administration of a variety of hardware and software systems. Experienced in the configuration, deployment, and operation of enterprise class desktop management systems (i.e. Altiris, XEN Works, SMS, etc.)

Functional Responsibility: Responds to client support requests that are typically concerned with end-user client systems at an enterprise level. Usually these requests will be related to supporting or establishing the end user system Configuration and Change Management practices. Able to perform initial troubleshooting analysis on business unit or branch office scale desktop management systems. Creates documentation providing recommendations for corrective actions based on results of analysis. Implements changes on desktop management systems in conjunction with customer site operating guidelines and standards and/or industry best practices. Creates/updates software packages for deployment through the desktop management systems. Works with customer Change/Configuration Management practices to ensure changes are recorded.

Education: Associates degree. Two (2) years of specialized experience may be substituted for a degree.

**18 FIELD ENGINEER III: NETWORK ADMINISTRATION**

Minimum/General Experience: Four (4) years experience. Knowledge of and ability to work with Windows or Unix-based systems and client computer hardware and software required. Knowledge of and ability to work with relevant network infrastructure equipment (i.e. Switches, Routers, Firewalls, Aggregators, etc.). Experienced with relevant network topologies (i.e. Ethernet, Token Ring, ATM, Frame Relay, etc). Experienced with configuration and deployment of Networks utilizing LAN/WAN topology models. Ability to assess and quickly adapt to varying client environments. Possess strong research and discovery skills to aid in troubleshooting analysis. Possess strong communication skills and works well in team/project environments. Experienced in leading small teams in executing assigned tasks. Able to provide escalation support for issues for lower echelon resources.

Functional Responsibility: Responds to client support requests that are typically concerned with Network Infrastructure Equipment or Operations in a business unit or branch office scale. Able to perform initial troubleshooting analysis on business unit or

branch office scale Network Operations. Creates documentation providing recommendations for corrective actions based on results of analysis. Implements changes on Network Operations and/or Infrastructure Equipment in conjunction with customer site operating guidelines and standards and/or industry best practices. Configures, deploys, and operates Network Infrastructure Equipment to meet client requirements. Works with customer Change/Configuration Management practices to ensure changes are recorded.

Education: Associates degree. Two (2) years of specialized experience may be substituted for a degree.

## 19 FIELD ENGINEER III: SERVER ADMINISTRATION

Minimum/General Experience: Four (4) years experience. Knowledge of and ability to work with Windows or Unix-based systems and client computer hardware and software required. Ability to assess and quickly adapt to varying client environments. Possess strong research and discovery skills to aid in troubleshooting analysis. Possess strong communication skills and works well in team/project environments. Experienced in leading small teams in executing assigned tasks. Able to provide escalation support for issues for lower echelon resources. Past experience in administration of a variety of relevant Server Operating Systems (i.e. Novell Netware, Microsoft Windows Server, SUN Solaris, Linux, etc.). Experienced in complex server management tasks (i.e. Bulk User Migration, Directory Operations, Access Control, etc).

Functional Responsibility: Responds to client support requests that are typically concerned with Server Operating Systems or Operations in a business unit or branch office scale. Able to perform initial troubleshooting analysis on business unit or branch office scale Server Operations. Creates documentation providing recommendations for corrective actions based on results of analysis. Implements changes on Server Operations and/or Operating Systems in conjunction with customer site operating guidelines and standards and/or industry best practices. Works with customer Change/Configuration Management practices to ensure changes are recorded.

Education: Associates degree. Two (2) years of specialized experience may be substituted for a degree.

## 20 FIELD TECHNICIAN II

Minimum/General Experience: Entry level position; knowledge of and ability to work with Windows or Unix-based systems and client computer hardware and software required. Ability to assess and quickly adapt to varying client environments. Possess strong research and discovery skills to aid in troubleshooting analysis. Possess good communication skills and works well in team/project environments.

Functional Responsibility: Responds to client support requests that are typically concerned with end-user platforms (i.e. PCs, PDAs, Printers, Scanners, etc.). Able to perform basic troubleshooting analysis on end-user platforms to determine root-cause. Performs corrective actions in conjunction with customer site operating guidelines and standards and/or industry best practices.

Education: Associates degree. Two (2) years of specialized experience may be substituted for a degree.

## 21 FIELD TECHNICIAN II: DESKTOP SYSTEMS

Minimum/General Experience: Entry level position; knowledge of and ability to work with Windows or Unix-based systems and client computer hardware and software required. Ability to assess and quickly adapt to varying client environments. Possesses certification in relevant client Operating System (i.e. Microsoft Certified Professional: Windows XP). Possess strong research and discovery skills to aid in troubleshooting analysis. Possess good communication skills and works well in team/project environments.

Functional Responsibility: Responds to client support requests that are typically concerned with end-user platforms (hardware/software). Performs support and maintenance tasks on platforms related to certification area. Able to perform basic troubleshooting analysis on end-user platforms to determine root-cause. Performs corrective actions in conjunction with customer site operating guidelines and standards and/or industry best practices.

Education: Associates degree. Two (2) years of specialized experience may be substituted for a degree.

## 22 HELP DESK ANALYST I

Minimum/General Experience: Entry level position. Possess good interpersonal communication skills and phone skills.

Functional Responsibility: Provides first-level, intermediate, support to users of Windows-based Systems and Applications. Applies knowledge of software, hardware, and/or information technology to troubleshoot user problems. Routes complex problems to more experienced technical specialists. May provide installation support for new or updated systems or software. May have basic Active Directory or LAN/WAN networking knowledge.

Education: Associates degree; technical certification or two (2) years of specialized experience may be substituted for a degree.

**23 HELP DESK ANALYST III**

Minimum/General Experience: Four (4) years of experience. Requires solid knowledge of client computer equipment, software, and application processes. Possess good interpersonal communication skills and phone skills.

Functional Responsibility: Provides high-level support to users of Windows-based Systems and Applications. Applies knowledge of software, hardware, Active Directory and LAN/WAN networking knowledge to troubleshoot user, system, networking and connectivity problems. Routes complex problems to more experienced technical specialists. May provide installation support for new or updated systems or basic software engineering and bug-checking tasks.

Education: Associates degree; technical certification or two (2) years of specialized experience may be substituted for a degree.

**24 HELP DESK MANAGER II**

Minimum/General Experience: Five (5) years technical experience and/or training, with three (3) years of management experience, involving supervision of personnel and technical operations management.

Functional Responsibility: Oversees IT personnel and operations, ensuring schedules are met and system resources are used effectively. Coordinates the resolution of production-related problems. Provides supervision and direction to staff responsible for support to users in areas such as e-mail, personal computer applications (COTS and custom), LAN/WAN networks, and peripherals. Provide 2nd level and 3rd level support to other Help Desk agents. Provide support for customer satisfaction issues. Provide incident, productivity and other reports. May manage service level agreements.

Education: A Bachelor's degree in Computer Science, Information Systems, Telecommunications, Engineering or other related scientific or technical discipline. A Masters degree in one of the disciplines will be considered equivalent to one (1) year specialized experience and two (2) years general experience. Four (4) years of general experience, with two (2) years specialized experience may be accepted in lieu of a degree.

**25 HELP DESK MANAGER III**

Minimum/General Experience: Seven (7) years technical experience and/or training, with three (3) years of management experience, involving supervision of personnel and technical operations management, and one (1) year of operations experience on a large-scale information system or multi-server local area network.

Functional Responsibility: Oversees IT personnel and operations, ensuring schedules are met and system resources are used effectively. Prioritize and schedule work for technical personnel. Coordinates the resolution of production-related problems. Provides supervision and direction to staff responsible for support to users in areas such as e-mail, personal computer applications (COTS and custom), LAN/WAN networks, and peripherals. Provide 2nd level and 3rd level support to other Help Desk agents. Provide support for customer satisfaction issues. Provide incident, productivity and other reports. May manage service level agreements.

Education: A Bachelor's degree in Computer Science, Information Systems, Telecommunications, Engineering or other related scientific or technical discipline. A Masters degree in one of the disciplines will be considered equivalent to one (1) year specialized experience and two (2) years general experience. Four (4) years of general experience, with two (2) years specialized experience may be accepted in lieu of a degree.

## 26 PROJECT MANAGER/ANALYST II

Minimum/General Experience: Six (6) years information technology or telecommunications experience, with increasing responsibilities in information systems design and management. Must have demonstrated oral and written communications skills at all levels of management. Two (2) years specialized experience in complete project development, from inception to deployment, including supervisory/project management experience.

Functional Responsibility: Provides analytical support and/or supervisory, technical, and administrative direction for personnel performing on a task/group of tasks/projects. Is responsible for planning, scheduling, budgeting, planning, producing business and/or functional analysis and reporting to client management of tasks/projects/analysis and ensures that the technical solutions and schedules are implemented in a timely manner.

Education: Bachelors degree in Computer Science, Information Systems, Telecommunications, Engineering, Business or related discipline. A Master of Science degree in one of the disciplines will be considered equivalent to one (1) year specialized experience and two (2) years general experience. A PhD in one of the disciplines will be considered equivalent to two (2) years specialized experience.

## 27 PROJECT MANAGER/ANALYST III

Minimum/General Experience: Ten (10) years information technology or telecommunications experience, with increasing responsibilities in information systems design and management. Must have demonstrated oral and written communications skills at all levels of management. Five (5) years specialized experience in complete

project development, from inception to deployment, including supervisory/project management experience.

Functional Responsibility: Provides analytical support for and/or manages substantial contract support operations involving multiple projects and works with client management and representatives on technical, analytical and program/project issues. Responsible for the overall management of the project/specific task order(s) and ensuring that business and/or functional analysis, technical solutions and schedules for the project and individual task order are implemented in a quality and timely manner. Organizes, directs, and coordinates planning and production of all activities associated with the assigned project/task/analysis order(s). Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel and communicating policies, purposes and goals of the organization to subordinates.

Education: Bachelors degree in Computer Science, Information Systems, Telecommunications, Engineering, Business or related discipline. A Master of Science degree in one of the disciplines will be considered equivalent to one (1) year specialized experience and two (2) years general experience. A PhD in one of the disciplines will be considered equivalent to two (2) years specialized experience.

## **28 PROJECT MANAGER/ANALYST IV**

Minimum/General Experience: Twelve (12) years information technology or telecommunications experience, with increasing responsibilities in information systems design and management. Must have demonstrated oral and written communications skills at all levels of management. Six (6) years specialized experience in complete project development, from inception to deployment, including supervisory/project management experience.

Functional Responsibility: Provides analytical support for and/or manages substantial contract support operations involving multiple projects and works with client management and representatives on technical, analytical and program/project issues. Responsible for the overall management of the project/specific task order(s) and ensuring that business and/or functional analysis, technical solutions and schedules for the project and individual task order are implemented in a quality and timely manner. Organizes, directs, and coordinates planning and production of all activities associated with the assigned project/task/analysis order(s). Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel and communicating policies, purposes and goals of the organization to subordinates.

Education: Bachelors degree in Computer Science, Information Systems, Telecommunications, Engineering, Business or related discipline. A Master of Science degree in one of the disciplines will be considered equivalent to one (1) year specialized

experience and two (2) years general experience. A PhD in one of the disciplines will be considered equivalent to (2) two years specialized experience.

## **29 SUBJECT MATTER EXPERT I**

Minimum/General Experience: Eight (8) years specialized experience in the relevant field or a combination of relevant experience coupled with specialized education or increasing subject matter expertise. Concentrated hands-on experience in the specific discipline of the subject matter field. At least five (5) years specialized experience in subject matter-related information technology. Demonstrates exceptional oral and written communication skills.

Functional Responsibility: The SME provides technical or specialized guidance concerning complex problems or challenges in the subject matter field. Confers with client management using subject matter expertise to define strategic business goals, analyzes client requirements, and advises in the development of strategic plans and the reengineering of technology and business processes. May advise on new technology or technology options, prepare studies and reports, or give presentations.

Education: Bachelor's Degree in the subject matter field or in Computer Science, Information Systems, Telecommunications, Engineering, Business, or other related scientific or technical discipline is desired. A Masters degree in one of the disciplines will be considered equivalent to one (1) year specialized experience and two (2) years general experience. A PhD will be considered equivalent to two (2) years specialized experience. Twelve (12) years relevant experience (and at least seven (7) years specialized experience) may be accepted in lieu of a degree.

## **30 SUBJECT MATTER EXPERT II**

Minimum/General Experience: Ten (10) years specialized experience in the subject matter field or a combination of relevant experience coupled with specialized education or increasing subject matter expertise. At least seven (7) years specialized experience in subject matter-related information technology. Demonstrates exceptional oral and written communication skills.

Functional Responsibility: The SME provides technical or specialized guidance concerning complex problems or challenges in the subject matter field. Confers with client management using subject matter expertise to define strategic business goals, analyzes client requirements, and advises in the development of strategic plans and the reengineering of technology and business processes. May advise on new technology or technology options, prepare studies and reports, or give presentations.

Education: Bachelor's Degree in the subject matter field or in Computer Science, Information Systems, Telecommunications, Engineering, Business, or other related scientific or technical discipline is desired. A Masters degree in one of the disciplines

will be considered equivalent to one (1) year specialized experience and two (2) years general experience. A PhD will be considered equivalent to two (2) years specialized experience. Twelve (12) years relevant experience (and at least seven (7) years specialized experience) may be accepted in lieu of a degree.

### **31 SUBJECT MATTER EXPERT III**

Minimum/General Experience: Ten (10) years senior or executive level experience in the subject matter senior consultant (or a combination of relevant experience coupled with specialized education or increasing subject matter expertise). At least seven (7) years specialized experience in subject matter-related information technology. Demonstrates exceptional oral and written communication skills.

Functional Responsibility: The SME provides technical or specialized guidance concerning complex problems or challenges in the subject matter field. Confers with client executive management using subject matter expertise to define strategic business goals, analyzes client requirements, and advises in the development of strategic plans and the reengineering of technology and business processes. May advise on new technology or technology options, prepare studies and reports, or give presentations.

Education: Bachelor's Degree in the subject matter field or in Computer Science, Information Systems, Telecommunications, Engineering, Business, or other related scientific or technical discipline is desired. A Masters degree in one of the disciplines will be considered equivalent to one (1) year specialized experience and two (2) years general experience. A PhD will be considered equivalent to two (2) years specialized experience. Twelve (12) years relevant experience (and at least seven (7) years specialized experience) may be accepted in lieu of a degree.

### **32 SYSTEMS ENGINEER II**

Minimum/General Experience: Five (5) years experience. Knowledge of and ability to work with Windows or Unix-based systems, servers and client computer hardware and software required. Experience with enterprise-level back up and storage solutions. Experienced with relevant network topologies (i.e. Ethernet, Token Ring, ATM, Frame Relay, etc). Experienced with configuration and deployment of Networks utilizing LAN/WAN topology models. Knowledge of and ability to work with relevant network infrastructure equipment (i.e. Switches, Routers, Firewalls, Aggregators, etc.). Possess research and discovery skills to aid in troubleshooting analysis. Possess strong communication skills and works well in team/project environments.

Functional Responsibility: Responds to client support requests. Administer and provide advanced troubleshooting for Windows-based Servers, Exchange, IIS, Active Directory and server hardware. Support Windows operating systems and applications. May administer enterprise SAN and Backup solutions (including tape libraries). Create,

manage and archive user accounts and support PC peripherals. Document all server and network changes as well as best practices and provide written reports on project progress/status. Able to perform initial troubleshooting analysis on Network and/or Server Operations.

Education: Associate's Degree in Computer Science, Information Systems, Telecommunications, Engineering or other related scientific or technical discipline. MCSE or two (2) years experience may be accepted in lieu of degree.

### **33 SYSTEMS ENGINEER III**

Minimum/General Experience: Six (6) years experience. Knowledge of and ability to work with Windows or Unix-based systems and client computer hardware and software required. Knowledge of and ability to work with relevant network infrastructure equipment (i.e. Switches, Routers, Firewalls, Aggregators, etc.). Experienced with relevant network topologies (i.e. Ethernet, Token Ring, ATM, Frame Relay, etc). Experienced with configuration and deployment of Networks utilizing LAN/WAN topology models. Past experience in administration of a variety of relevant Server Operating Systems (i.e. Novell Netware, Microsoft Windows Server, SUN Solaris, Linux, etc.). Experienced in complex server management tasks (i.e. Bulk User Migration, Directory Operations, Access Control, etc). Ability to assess and quickly adapt to varying client environments. Possess strong research and discovery skills to aid in troubleshooting analysis. Possess strong communication skills and works well in team/project environments. Experienced in leading small teams in executing assigned tasks. Able to provide escalation support for issues for lower echelon resources.

Functional Responsibility: Responds to client support requests that have an undefined delineation between network or server operations in a business unit or branch office environment. Able to perform initial troubleshooting analysis on business unit or branch office scale Network and/or Server Operations. Creates documentation providing recommendations for corrective actions based on results of analysis. Implements changes on Network and/or Server Operations and/or Infrastructure Equipment in conjunction with customer site operating guidelines and standards and/or industry best practices. Configures, deploys, and operates Network Infrastructure Equipment and/or Servers to meet client requirements. Works with customer Change/Configuration Management practices to ensure changes are recorded.

Education: Associates degree. Four (4) years of specialized experience may be substituted for a degree.

### **34 SYSTEMS ENGINEER IV: NETWORK**

Minimum/General Experience: Eight (8) years experience. Knowledge of and ability to work with Windows or Unix-based systems and client computer hardware and software

required. Knowledge of and ability to work with relevant network infrastructure equipment (i.e. Switches, Routers, Firewalls, Aggregators, etc.). Experienced with relevant network topologies (i.e. Ethernet, Token Ring, ATM, Frame Relay, etc.). Experienced with configuration and deployment of Networks utilizing LAN/WAN topology models. Past experience in administration of a variety of relevant Server Operating Systems (i.e. Novell Netware, Microsoft Windows Server, SUN Solaris, Linux, etc.). Experienced in low level network analysis utilizing advanced techniques and tools (i.e. Sniffers, protocol/packet analyzers, etc). Solid proven experience in configuration and administration of advanced Network Infrastructure equipment for advanced application (i.e. Quality of Service, VLANS, Port Level Authentication). Ability to assess and quickly adapt to varying client environments. Possess strong research and discovery skills to aid in troubleshooting analysis. Possess strong communication skills and works well in team/project environments. Experienced in leading small teams in executing assigned tasks. Able to provide escalation support for issues for lower echelon resources.

Functional Responsibility: Responds to client support requests that have are primarily concerned with Network Operations at an enterprise level. Able to perform initial troubleshooting analysis on enterprise level Network Operations. Performs client needs assessment and defines engagement deliverables. Supervises Systems Engineer IIIs and other lower echelon resources assigned to project. Creates documentation providing recommendations for corrective actions based on results of analysis. Implements changes on Network and/or Infrastructure Equipment in conjunction with customer site operating guidelines and standards and/or industry best practices. Configures, deploys, and operates Network Infrastructure Equipment to meet client requirements. Works with customer Change/Configuration Management practices to ensure changes are recorded.

Education: Associates degree. Six (6) years of specialized experience may be substituted for a degree.

### **35 SYSTEMS ENGINEER IV: SERVER**

Minimum/General Experience: Eight (8) years experience. Knowledge of and ability to work with Windows or Unix-based systems and client computer hardware and software required. Knowledge of and ability to work with relevant network infrastructure equipment (i.e. Switches, Routers, Firewalls, Aggregators, etc.). Experienced with relevant network topologies (i.e. Ethernet, Token Ring, ATM, Frame Relay, etc). Past experience in administration of a variety of relevant Server Operating Systems (i.e. Novell Netware, Microsoft Windows Server, SUN Solaris, Linux, etc.). Experienced in low level analysis of server related issues utilizing advanced diagnostic and troubleshooting methods and tools (i.e. Active Directory Replication, Netware Bindery Faults, etc). Solid proven experience in configuration and administration of advanced Server Operating System sub-systems (i.e. Internet Authentication Services, Certificate Services, Advanced Intellimirror/DFS, Host Based Intrusion Detection Systems, etc).

Ability to assess and quickly adapt to varying client environments. Possess strong research and discovery skills to aid in troubleshooting analysis. Possess strong communication skills and works well in team/project environments. Experienced in leading small teams in executing assigned tasks. Able to provide escalation support for issues for lower echelon resources.

Functional Responsibility: Responds to client support requests that have are primarily concerned with Server Operations at an enterprise level. Able to perform initial troubleshooting analysis on enterprise level Server Operations. Performs client needs assessment and defines engagement deliverables. Supervises Systems Engineer IIIs and other lower echelon resources assigned to project. Creates documentation providing recommendations for corrective actions based on results of analysis. Implements changes to Server Operations and/or Operating Systems in conjunction with customer site operating guidelines and standards and/or industry best practices. Configures, deploys, and operates Servers to meet client requirements. Works with customer Change/Configuration Management practices to ensure changes are recorded.

Education: Associates degree. Six (6) years of specialized experience may be substituted for a degree.

### **36 SYSTEMS ENGINEER: EMERGENCY SUPPORT**

Minimum/General Experience: Eight (8) years experience. Knowledge of and ability to work with Windows or Unix-based systems and client computer hardware and software required. Knowledge of and ability to work with relevant network infrastructure equipment (i.e. Switches, Routers, Firewalls, Aggregators, etc.). Experienced with relevant network topologies (i.e. Ethernet, Token Ring, ATM, Frame Relay, etc.). Experienced with configuration and deployment of Networks utilizing LAN/WAN topology models. Past experience in administration of a variety of relevant Server Operating Systems (i.e. Novell Netware, Microsoft Windows Server, SUN Solaris, Linux, etc.). Experienced in complex server management tasks (i.e. Bulk User Migration, Directory Operations, Access Control, etc). Ability to assess and quickly adapt to varying client environments. Possess strong research and discovery skills to aid in troubleshooting analysis. Possess strong communication skills and works well in team/project environments. Proven competence and experience in high pressure incident response situations Able to manage multiple situational conditions and prioritize execution of necessary actions. Able to provide escalation support for issues for lower echelon resources.

Functional Responsibility: Responds to client support requests that occur out-side of normal business hours. Performs incident response analysis during service outages and develops restoration plans for approval by customer. Implements system restoration plans in conjunction with customer site operating guidelines and standards and/or industry best practices. Escalates tasks to relevant personnel when necessary.

Provides incident response co-ordination. Participates in post-incident analysis meetings to devise lessons learned. Documents incident details according to client Incident Management policies.

Education: Associates degree. Six (6) years of specialized experience may be substituted for a degree.

### **37 TECHNICAL WRITER I**

Minimum/General Experience: One (1) year experience in writing and/or editing technical documentation. Able to work independently or under only general direction. Has basic understanding of IT and commonly used IT terminology. Strong organizational skills and experience using relevant documentation programs.

Functional Responsibility: Writes, edits and prepares graphic presentations of 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. May interact with customers as well as with other staff.

Education: An Associates degree in English, Journalism, Computer Science, Information Systems, Telecommunications, Engineering, or other related discipline is desired.

### **38 TECHNICAL WRITER II**

Minimum/General Experience: Four (4) years experience in writing and/or editing, with at least two (2) years specialization in IT documentation.

Functional Responsibility: Gathers and analyzes technical data from existing documentation, other's reports, independent observation, and interviews with users, specialists, analysts, programmers, etc., and composes technical information for reports, manuals, briefs, proposals, instructional material, catalogs, technical publications, and/or software and hardware documentation. Conducts research and ensures the use of proper technical terminology. May be responsible for the administration and coordination of the documentation, graphics and technical typing programs, and the determination of style, format and artistic value. May edit, standardize, or make changes to material prepared by others. Verifies final documentation for conformance to specifications and standards.

Education: Bachelors degree in English, Journalism, Computer Science, Information Systems, Telecommunications, Engineering, or other related discipline is desired.

**39 TELECOMMUNICATIONS ENGINEER III**

Minimum/General Experience: Must have ten (10) years general experience of which at least six (6) years is specialized in the telecommunications engineering field. Possesses advanced knowledge of communications protocols, hardware, and real-time system programming.

Functional Responsibility: Provides engineering expertise concerning state-of-the-art design, design review, transition, integration, and implementation of voice and voice switching network communications systems. Designs, develops, and tests complex communications interface programs, which may include voice, data, or image communication. Supports the preparation of documentation required as part of the overall systems engineering aspect of the task or demonstration, including, feasibility studies, detailed specifications and flowcharts for implementing new programs or modifications. Analyzes user requirements and researches, recommends and implements changes to system design and specifications. May provide consulting support in defining strategic direction and implementing strategic plans. Interfaces at the highest customer levels.

Education: Bachelor's degree in Computer Science, Information Systems, Telecommunications, Engineering, or other related scientific or technical discipline. A Master of Science degree in one of the disciplines will be considered equivalent to two (2) years general experience and one (1) year specialized experience.

**PCN IT LABOR RATES WITH OPTION YEAR PRICING**

Labor Category	PCN IT LABOR RATES					
	ON-SITE					
	CLIN	FY 2006	FY 2007	FY 2008	FY 2009	FY 2010
Applications Developer I	1	65.00	67.28	69.63	72.07	74.59
Applications Developer II	2	80.99	83.82	86.76	89.80	92.94
Computer Repair Depot Team Lead	3	46.09	47.70	49.37	51.10	52.89
Computer Repair Depot Technician I	4	32.15	33.28	34.44	35.65	36.89
Computer Repair Depot Technician II	5	40.19	41.60	43.05	44.56	46.12
Deskside Support Technician I	6	34.29	35.49	36.73	38.02	39.35
Deskside Support Technician II	7	40.38	41.79	43.26	44.77	46.34
Desktop Build Technician I	8	35.00	36.23	37.49	38.81	40.16
Desktop Deployment: Ad Hoc Field Technician I	9	30.00	31.05	32.14	33.26	34.43
Desktop Deployment: Ad Hoc Field Technician II	10	63.50	65.72	68.02	70.40	72.87
Desktop Deployment: Field Engineer I	11	55.00	56.93	58.92	60.98	63.11
Desktop Deployment: Technical Lead I	12	55.00	56.93	58.92	60.98	63.11
Desktop Deployment: Technical Lead II	13	75.00	77.63	80.34	83.15	86.06
Desktop IMAC (Install, Move, Add Change) Coordinator	14	30.00	31.05	32.14	33.26	34.43
Field Engineer I: Desktop Systems	15	81.70	84.56	87.52	90.58	93.75
Field Engineer II: Client Systems	16	82.00	84.87	87.84	90.91	94.10
Field Engineer II: Desktop Systems	17	85.00	87.98	91.05	94.24	97.54
Field Engineer III: Network Administration	18	95.00	98.33	101.77	105.33	109.01
Field Engineer III: Server Administration	19	95.00	98.33	101.77	105.33	109.01
Field Technician II	20	45.00	46.58	48.21	49.89	51.64
Field Technician II: Desktop Systems	21	75.00	77.63	80.34	83.15	86.06
Help Desk Analyst I	22	39.00	40.37	41.78	43.24	44.75
Help Desk Analyst III	23	61.00	63.14	65.34	67.63	70.00
Help Desk Manager II	24	60.00	62.10	64.27	66.52	68.85
Help Desk Manager III	25	80.75	83.58	86.50	89.53	92.66
Project Manager/Analyst II	26	80.99	83.82	86.76	89.80	92.94
Project Manager/Analyst III	27	104.50	108.16	111.94	115.86	119.92
Project Manager/Analyst IV	28	172.79	178.84	185.10	191.58	198.28
Subject Matter Expert I	29	104.50	108.16	111.94	115.86	119.92
Subject Matter Expert II	30	135.00	139.73	144.62	149.68	154.92
Subject Matter Expert III	31	172.79	178.84	185.10	191.58	198.28
Systems Engineer II	32	77.50	80.21	83.02	85.93	88.93
Systems Engineer III	33	95.00	98.33	101.77	105.33	109.01
Systems Engineer IV: Network	34	125.00	129.38	133.90	138.59	143.44
Systems Engineer IV: Server	35	125.00	129.38	133.90	138.59	143.44
Systems Engineer: Server - Emergency Support	36	187.50	194.06	200.85	207.88	215.16
Technical Writer I	37	46.09	47.70	49.37	51.10	52.89
Technical Writer II	38	61.66	63.82	66.05	68.36	70.76
Telecommunications Engineer III	39	104.50	108.16	111.94	115.86	119.92
<b>Annual Acceleration Factor</b>	3.5%					