

AUTHORIZED  
INFORMATION TECHNOLOGY SCHEDULE PRICELIST  
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY

**SPECIAL ITEM NUMBER 132-51 - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES**

FPDS Code D302	IT Systems Development Services
FPDS Code D306	IT Systems Analysis Services
FPDS Code D308	Programming Services
FPDS Code D307	Automated Information System Services
FPDS Code D311	IT Data Conversion Services
FPDS Code D316	IT Network Management Services
FPDS Code D399	OTHER ADP & TELECOMMUNICATIONS SVCS

**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.

**FRANKIE FRIEND & ASSOCIATES, INC.**  
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Contract Number: **GS-35F-0543W**

Period Covered by Contract: **July 19, 2010 – July 18, 2020**

General Services Administration  
Federal Acquisition Service

Pricelist current through Modification #CM-A518, dated April 15, 2016.

Products and ordering information in this Authorized Information Technology Schedule Pricelist are also available on the GSA Advantage! System (<http://www.gsaadvantage.gov>).

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## SECTION I CUSTOMER INFORMATION

- 1a. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s).

### SPECIAL ITEM NUMBER 132-51 - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES

FPDS Code D302 IT Systems Development Services  
FPDS Code D306 IT Systems Analysis Services  
FPDS Code D308 Programming Services  
FPDS Code D307 Automated Information System Services  
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FPDS Code D316 IT Network Management Services  
FPDS Code D399 OTHER ADP & TELECOMMUNICATIONS SVCS

Price List: **see [Section IV. PRICE SCHEDULE](#)**

- 1c. Description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services: **see [Section III. DEFINITION OF IT Professional LABOR CATEGORIES](#)**.
2. Maximum order: ***\$500,000.00***
3. Minimum order: ***\$100.00***
4. Geographic coverage (delivery area): ***Domestic Only***
5. Point(s) of production (city, county, and State or foreign country): ***Same as Company address***
6. Discount from list prices or statement of net price: ***None***
7. Quantity discounts: ***None***
8. Prompt payment terms: ***½% - 20 days from receipt of invoice or date of acceptance, whichever is later; NET 30 days.***
- 9a. Notification that Government purchase cards are accepted up to the micro-purchase threshold: ***Yes***
- 9b. Notification whether Government purchase cards are accepted/not accepted above the micro-purchase threshold: ***Will accept over \$2,500.00***
10. Foreign items (list items by country of origin): ***None***
- 11a. Time of delivery. ***Specified on the Task Order***
- 11b. Expedited Delivery. ***"Items available for expedited delivery are noted in this price list."***
- 11c. Overnight and 2-day delivery. ***Not applicable***
- 11d. Urgent Requirements. ***Contact the Contractor's representative to effect a faster delivery.***
12. F.o.b. point(s). ***Destination***

13a. Ordering address.

Frankie Friend & Associates, Inc.  
2305 E. Arapahoe Court, Suite 132  
Centennial, CO 80122  
303-768-8577  
303-768-8575 (fax)  
[ffriend@frankiefriend.com](mailto:ffriend@frankiefriend.com)

13b. Ordering Procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's), and a sample BPA can be found at the GSA/FSS Schedule homepage ([www.fss.gsa.gov/schedules](http://www.fss.gsa.gov/schedules)).

14. Payment address.

Frankie Friend & Associates, Inc.  
Attn: Gary Ryals, Contract Administrator  
2305 E. Arapahoe Court, Suite 132  
Centennial, CO 80122

15. Warranty provision: *Standard commercial warranty.*

16. Export packing charges: *Not applicable*

17. Terms and conditions of Government purchase card acceptance: *No special terms, conditions or limitations*

18. Terms and conditions of rental, maintenance, and repair: *Not applicable*

19. Terms and conditions of installation: *Not applicable*

20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices: *Not applicable*

20a. Terms and conditions for any other services: *Not applicable*

21. List of service and distribution points: *Not applicable*

22. List of participating dealers: *Not applicable*

23. Preventive maintenance: *Not applicable*

24a. Special attributes such as environmental attributes: *Not applicable*

24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIF) supplies and services and show where full details can be found: *Not applicable*

25. Data Universal Number System (DUNS) number: *867441669*

26. Notification regarding registration in Central Contractor Registration (CCR) database: *Registered (CAGE Code 0Y311)*

## SECTION II CORPORATE GLIMPSE

### INTRODUCTION

Frankie Friend & Associates, Inc. (**FFA**) is a woman-owned small business, incorporated and headquartered in Denver, Colorado. **FFA** was founded in 1993 to provide multi-disciplinary, high quality and cost effective technical and engineering services for various segments of the government/commercial scientific, technical and engineering community. **FFA's** project and contract management capabilities are strong and demonstrate the ability to administer complex multi-million dollar contracts.

### OVERVIEW

At FFA we know Information Technology support is not just about the hardware or just the software, it is about a total solution - from planning to implementation to operations and maintenance. **FFA** has amassed considerable IT experience supporting both Federal and State government clients in all aspects of IT support and has an extensive past performance in all our catalog offerings.

Our support of agencies such as the USDA, Department of Energy, State of Colorado and others has encompassed IT disciplines in system architecture, business process analysis, implementation of new hardware systems and applications, national help desk support, and many other disciplines.

**FFA** personnel currently operate or have operated at work sites in AL, CA, FL, GA, ID, CO, SC, TN, TX, UT, WA, WY, Washington D.C., and overseas.

### MISSION

To provide support services based on integrity and professionalism to meet the needs of our clients at cost-effective rates.

### CORE IT BUSINESS ACTIVITIES

**FFA's** Information Technology business areas include:

- IT Project Management
- System Administration
- IT System Support
- Database Development
- Database Administration
- Programming
- Web Development
- Help Desk
- Documentation / Records Management
- Operations Support

FFA has demonstrated capabilities in:

- **Systems Analysis and design**
  - Quality assurance testing of systems
  - Create database validation and data loading scripts and data designer for system integration.
  - Resolve problems involving enterprise desktop software systems in the areas of functional/security problems
  - Support and management network and computer equipment including servers, PCs and operating systems.
  - System architecture design and deployment
  - Implementation / Integration of Windows Server
  
- **Database planning and Design**
  - Full life-cycle support
  - Design, implementation and support for database applications systems.
  - End to end data architecture
  - Data design
  - Database architecture,
  - Metadata and repository creation
  - Translate business needs into long-term architecture solutions.
  - Define, design, and build dimensional databases.
  - Develop data warehousing blueprints,
  - Evaluate hardware and software platforms and integrated systems
  
- **Resource Management**
  - Inventory tracking of software and hardware.
  - Maintaining licenses
  - Maintenance contracts
  - Appropriation of software applications and hardware
  
- **Network Services**
  - Network Management
  - Administration, troubleshooting, monitoring and tuning server systems
  - Set up, administration and troubleshooting of network printers
  
- **Programming / Database Design and Development**
  - Oracle
  - PeopleSoft
  - Analysis, design, installation, configuration, development and implementation
  - Web programming MSS
  - MS access and relational database using Structured Query Language.
  - Develop JAVA based software
  
- **Conversion and implementation support**
  - Data replication
  - Records architectural design
  - Web site conversion and workflow development, testing, debugging, migration, and implementation

- **Network Services Project Management**
  - System acceptance testing;
  - updated inventory for hardware, software and field devices;
  - Manage all areas of project including cost, schedule, & scope,
  - Manage all phases of the projects – Concept, Assessment, Definition, Execution & close.
  
- **Data/records management**
  - Database maintenance and recovery plans
  - Manage files, file structures, file conversion and manipulation of electronic files

## **OPERATING PHILOSOPHY**

**FFA** strongly believes that customer service is the cornerstone for any successful endeavor. To that end, each and every **FFA** manager and employee goes above and beyond to ensure absolute customer satisfaction. Our past performance evaluations confirm **FFA's** exceptional reputation for providing and managing a wide variety of technically oriented support services and staffing needs. Our enviable record was accomplished through an unbeatable combination of responsive, personalized attention and uncompromising integrity – the hallmarks of customer service.

## **SERVICE AND SUPPORT**

**FFA** is capable of providing a broad range of Professional Information Technology Services in a manner that best suits the client's requirements, schedule, and delivery needs.

***Contact us for any special or unique task order requirements.***

## SECTION III

### Definition of IT Professional Labor Categories

Labor Category	Level	Education <sup>1</sup>	Min. Experience <sup>1</sup>	Description
Level 2 - IT Project Manager	II	BS	3-7	Manages Information Technology and related projects and key related tasks to ensure execution within the cost and schedule constraints and in a technically acceptable manner. Interfaces with internal functional teams and external customers for planning, prioritization, and issue resolution of overall activities in the support and achievement of project goals. Analyzes and tracks project budgets, schedules and deliverables, conducts research into specific areas, prepares and reports findings. Reviews, analyzes, provides technical comments, and provides assessment of technical and non-technical project reports; researches specific areas and prepares findings. Effective at identification and resolution of problems and issues impacting project progress. Requires skills in budgeting, financial analysis, scheduling, supervision, and resource allocation to control the work and ensure acceptable completion of product/project deliverables. Requires experience in business management principles as well as technical matters.
Level 3 - IT Project Manager	III	BS	8-11	
Level 4 - IT Project Manager	IV	BS	12-15	
Level 4 - System Administrator	IV	BS	12-15	Performs the ongoing day to day activities involved in the configuration / operations and maintenance of information systems that may be mainframe, mini, or client/server based. Administers, troubleshoots, monitors and tunes server systems. Ensure system operation and resource use optimization, provide system performance and capacity management analysis and planning. Provides assistance to users in accessing and using information systems. Documents IT systems configurations.
Level 2 - Computer Technician	II	BS	4-6	Maintain, modify, and replace externally connected computer peripherals and data communications equipment to network based systems. Diagnose LAN/WAN related problems and provide problem resolution for computer and data communications hardware. Add or replace boards, batteries, disks drives, and other computer components. Maintain LAN physical or wireless connections to workstations, servers, network devices, telecommunications, and data communications equipment.
Level 1 - Database Administrator - Senior	I	BS	8-11	Create and implement policies and procedures for database management, security, maintenance, and use. Works directly with database users, providing advice on procedures, technical problems, priorities, and methodologies. Provides direction and guidance of efforts of other database administrators in all activities related to administration, planning, and development of computerized database management systems.
Level 2 - Database Administrator - Senior	II	BS	12-15	
Level 1 - Database Developer	II	BS	2	Designs, implements and maintains complex database applications with respect to JCL, access methods, access time, device allocation, validation checks, organization, protection and security, documentation and statistical methods. Includes maintenance of database dictionaries, overall monitoring of standards and procedures, and integration of systems through database design.
Level 2 - Database Developer	II	BS	4-6	
Level 3 - Programmer	III	BS	2	Participate in the design of software tools and subsystems to support business use and software implementation. Assist the senior programmer to interpret software requirements and design specifications. Prepare code, integrate and test software components, modules, and the resulting implementation. Prepare program-level and user-level documentation.
Level 4 - Programmer	IV	BS	4-6	
Level 2 - Web Developer	II	BS	2-3	Analyze system requirements, develop design alternatives in coordination with the users, and implement interactive design solutions in a timely manner. Design system interfaces and programs to facilitate access by clients to the internet. Coordinate security aspects to ensure integrity of the system and the operating environment. Support development of Web sites, Web pages, and the integration of Web technology with software applications and database management systems.
Level 3 - Web Developer	III	BS	4-6	

Labor Category	Level	Education <sup>1</sup>	Min. Experience <sup>1</sup>	Description
Level 1 - Help Desk Specialist	I	BS	1-3	Provides a full range of computer technical support services from a centralized Help Desk for desktop computer support needs, from routine Tier 1 to Tier 3 diagnostics and resolution of workstation problems. Tracks all service calls and resolutions via an electronic trouble-ticket tracking system.
Level 2 - Help Desk Specialist	II	BS	4+	
Level 1 - Documentation Specialist	I	BS	0	Maintains files and documentation and processes requests for information, supports meetings and management.
Level 2 - Documentation Specialist	II	BS	12	
Level 2 - Documentation Specialist II	II	BS	2+	Provide Records Management Imaging / Micrographics support using scanning software and equipment to perform conversion of documents to digital files. Manages files, file structures, file conversion and manipulates electronic files.

<sup>1</sup>Please note regarding Minimum Education/Experience:

1. Acceptable Bachelor of Science Degrees : Computer Science(s), Computer Engineering, Engineering, Information Technology/Systems, Programming
2. A Master's degree may be substituted for TWO years of experience.
3. A doctoral degree may be substituted for an additional TWO years of experience.
4. Four years in related IT field experience is equivalent to a Bachelor's degree.
5. One year of college is equivalent to ONE year of experience
6. Experience in general must be professional and job related, though it need not be in the specific area of the employee's responsibility. Additional experience substituted for education must be in the area of the employee's responsibility.

**SECTION IV  
PRICE SCHEDULE**

<b>Labor Category</b>	<b>Fully Burdened Rate</b>
Level 2 - IT Project Manager	\$43.93
Level 3 - IT Project Manager	\$82.99
Level 4 - IT Project Manager	\$115.53
Level 4 – System Administrator	\$77.12
Level 2 - Computer Technician	\$49.86
Level 1 - Database Administrator – Senior	\$93.57
Level 2 - Database Administrator – Senior	\$125.28
Level 1 - Database Developer	\$83.93
Level 2 - Database Developer	\$125.28
Level 3 – Programmer	\$81.02
Level 4 – Programmer	\$108.61
Level 2 - Web Developer	\$78.32
Level 3 - Web Developer	\$110.59
Level 1 - Help Desk Specialist	\$34.02
Level 2 - Help Desk Specialist	\$70.11
Level 1 - Documentation Specialist	\$24.43
Level 2 - Documentation Specialist	\$46.12
Level 2 - Documentation Specialist II	\$35.55