



Contract Number: GS-35F-0562R

**FEDERAL ACQUISITION SERVICE
AUTHORIZED INFORMATION TECHNOLOGY SCHEDULE PRICELIST**

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

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Contract Number:

GS-35F-0562R

Period of Performance:

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**AUTHORIZED FEDERAL ACQUISITION SERVICE
INFORMATION TECHNOLOGY SCHEDULE PRICELIST
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY
EQUIPMENT, SOFTWARE AND SERVICES**

**SIN 132-51 - INFORMATION TECHNOLOGY (IT) PROFESSIONAL
SERVICES**

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 D311 IT Data Conversion Services
FPDS Code D316 IT Network Management Services
FPDS Code D399 Other Information Technology Services, Not Elsewhere Classified

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

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

Note 3: This solicitation is not intended to solicit for the reselling of IT Professional Services, except for the provision of implementation, maintenance, integration, or training 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.

Pricelist current through Modification #PS0007.

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

TABLE OF CONTENTS

CORPORATE OVERVIEW 1

INFORMATION FOR ORDERING ACTIVITIES APPLICABLE TO ALL SPECIAL ITEM NUMBERS 2

SPECIAL NOTICE TO AGENCIES: **SMALL BUSINESS PARTICIPATION** 2

1. GEOGRAPHIC SCOPE OF CONTRACT 2

2. CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION 2

3. LIABILITY FOR INJURY OR DAMAGE 3

4. STATISTICAL DATA FOR GOVERNMENT ORDERING OFFICE COMPLETION OF STANDARD FORM 279 3

5. FOB DESTINATION 3

6. DELIVERY SCHEDULE 3

7. DISCOUNTS 3

8. TRADE AGREEMENTS ACT OF 1979, AS AMENDED 4

9. STATEMENT CONCERNING AVAILABILITY OF EXPORT PACKING 4

10. SMALL REQUIREMENTS 4

11. MAXIMUM ORDER 4

12. USE OF FEDERAL ACQUISITION SERVICE INFORMATION TECHNOLOGY SCHEDULE CONTRACTS 4

13. FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS REQUIREMENTS 6

13.1 FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPS PUBS) 6

13.2 FEDERAL TELECOMMUNICATION STANDARDS (FED-STDS) 6

14. CONTRACTOR TASKS / SPECIAL REQUIREMENTS (C-FSS-370) (NOV 2001) 7

15. CONTRACT ADMINISTRATION FOR ORDERING ACTIVITIES 8

16. GSA Advantage! 8

17. PURCHASE OF OPEN MARKET ITEMS 8

18. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS 8

19. OVERSEAS ACTIVITIES 9

20. BLANKET PURCHASE AGREEMENTS (BPA's) 9

21. CONTRACTOR TEAM ARRANGEMENTS 9

22. INSTALLATION, DEINSTALLATION, REINSTALLATION 10

23. SECTION 508 COMPLIANCE 10

24. PRIME CONTRACTOR ORDERING FROM FEDERAL ACQUISITION SCHEDULES 10

25. INSURANCE WORK ON A GOVERNMENT INSTALLATION (JAN 1997)(FAR 52.228-5) 10



TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51) 12

1. SCOPE 12

2. PERFORMANCE INCENTIVES 12

3. ORDERING PROCEDURES FOR SERVICES (REQUIRING A STATEMENT OF WORK) (G-FCI-920) (MAR 2003)..... 12

4. ORDER 14

5. PERFORMANCE OF SERVICES 14

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

7. INSPECTION OF SERVICES 15

8. RESPONSIBILITIES OF THE CONTRACTOR 15

9. RESPONSIBILITIES OF THE ORDERING ACTIVITY 15

10. INDEPENDENT CONTRACTOR 16

11. ORGANIZATIONAL CONFLICTS OF INTEREST 16

12. INVOICES 16

13. PAYMENTS 16

14. RESUMES 16

15. INCIDENTAL SUPPORT COSTS 16

16. APPROVAL OF SUBCONTRACTS 17

17. DESCRIPTION OF IT SERVICES AND PRICING 18

 Enterprise Resource Manager III 19

 Program Manager 19

 Enterprise Resource Manager II 20

 Enterprise Analyst 20

 Network Systems Architect 21

 ADP Senior Systems Analyst 21

 Quality Control Officer 22

 Project Manager 23

 Web Developer II 23

 Application Developer 24

 Database Administrator 24

 Junior Systems Analyst 25

 Technical Writer 25



Systems Developer.....	26
Help Desk Administrator	26
Web Designer	26
Geographic Information Specialist.....	27
Help Desk Specialist.....	27
Quality Control Technician.....	28
USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS	29
SUGGESTED Blanket Purchase Agreement (BPA) format in the proposed FSS IT	31
BASIC GUIDELINES FOR USING CONTRACTOR TEAM ARRANGEMENTS	35



CORPORATE OVERVIEW

Synthesis Professional Services, Inc. (Synthesis) is a woman-owned management consulting firm located in Rockville, MD. We are performance management specialists. We help program officers make informed decisions, improve program performance, and communicate effectively about their work.

Synthesis clients make the best decisions possible through:

- Web-Based Data Management
- Real-Time Performance Reporting
- Timely Information Dissemination

Our approach ensures that:

- Everyone Knows What's Happening
- Projects Stay on Schedule
- Teams Collaborate
- Budgets are Met

We are:

- A Group of Seasoned Federal Contractors
- Woman-Owned
- SBA Certified SDB through February 2011
- On the GSA MOBIS Schedule – #GS10F0589P
- On the GSA IT Schedule – # GS35F0562R
- A CDC MCTA prime contractor
- Focused on Evidence Based Communication & Training Initiatives

We provide program management support, including:

- Program Policy & Planning
- Performance Monitoring
- Program Evaluation
- Survey & Focus Group Research
- Conference & Meeting Logistics
- Training and Technical Assistance (T&TA)

For:

- Program Management Offices
- Staff and Client Services T&TA Initiatives
- Demonstration Projects
- Grantee Monitoring

Our clients include:

- Department of Agriculture (USDA)
- Department of Commerce
- Department of Defense (DoD)
- Department of Health and Human Services (DHHS)
- Department of Homeland Security (DHS)
- Department of Housing and Urban Development (HUD)
- Department of Transportation (DOT)
- SAIC/DHHS Office of Public Health & Emergency Preparedness



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 Acquisition 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 Acquisition Schedules, and to report accomplishments against these goals.

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

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

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

1. GEOGRAPHIC SCOPE OF CONTRACT:

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

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:

Ordering Address:

Synthesis Professional Services, Inc.
4539 Metropolitan Court
Frederick, MD 21704

Payment Address:

Synthesis Professional Services, Inc.
4539 Metropolitan Court
Frederick, MD 21704

Contractors are required to accept credit cards for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. Credit cards will not be acceptable for payment above the micro-purchase threshold. In addition, bank account information for wire transfer payments will be shown on the invoice.



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

Ruth Anne Gigliotti, President, (301) 698-2754

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: 058005542

Block 30: Type of Contractor - A. Small Disadvantaged Business

Block 31: Woman-Owned Small Business - Yes

Block 36: Contractor's Taxpayer Identification Number (TIN): 52-2192782

4a. CAGE Code: 1QN88

4b. Contractor has registered with the Central Contractor Registration Database.

5. FOB DESTINATION

6. DELIVERY SCHEDULE

a. Time of Delivery: The Contractor shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below:

SPECIAL ITEM NUMBER: DELIVERY TIME (Days ARO), **132-51; 30 Days**

B. Urgent Requirements: When the Federal Acquisition 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: 0 % from receipt of invoice or date of acceptance, whichever is later.
- b. Quantity: None
- c. Dollar Volume: None
- d. Government Educational Institutions: Prices shown are NET Prices; Basic Discounts have been deducted.
- e. Other: None

8. TRADE AGREEMENTS ACT OF 1979, AS AMENDED:

All items are U.S. made end products, designated country end products, Caribbean Basin country end products, Canadian end products, or Mexican end products as defined in the Trade Agreements Act of 1979, as amended.



9. STATEMENT CONCERNING AVAILABILITY OF EXPORT PACKING:

10. SMALL REQUIREMENTS:

The minimum dollar value of orders to be issued is \$100.00.

11. MAXIMUM ORDER

(All dollar amounts are exclusive of any discount for prompt payment.)

- a. The Maximum Order value for the following Special Item Numbers (SINs) is \$500,000:

Special Item Number 132-51 - Information Technology (IT) Professional Services

12. USE OF FEDERAL ACQUISITION SERVICE INFORMATION TECHNOLOGY SCHEDULE CONTRACTS. In accordance with FAR 8.404:

[NOTE: Special ordering procedures have been established for Special Item Numbers (SINs) 132-51 IT Professional Services and 132-52 EC Services; refer to the terms and conditions for those SINs.]

Orders placed pursuant to a Multiple Award Schedule (MAS), using the procedures in FAR 8.404, are considered to be issued pursuant to full and open competition. Therefore, when placing orders under Federal Acquisition Schedules, ordering activities need not seek further competition, synopsise the requirement, make a separate determination of fair and reasonable pricing, or consider small business set-asides in accordance with subpart 19.5. GSA has already determined the prices of items under schedule contracts to be fair and reasonable. By placing an order against a schedule using the procedures outlined below, the ordering activity has concluded that the order represents the best value and results in the lowest overall cost alternative (considering price, special features, administrative costs, etc.) to meet the ordering activity s needs.

- a. Orders placed at or below the micro-purchase threshold. ordering activities can place orders at or below the micro-purchase threshold with any Federal Acquisition Schedule Contractor.
- b. Orders exceeding the micro-purchase threshold but not exceeding the maximum order threshold. Orders should be placed with the Schedule Contractor that can provide the supply or service that represents the best value. Before placing an order, ordering activities should consider reasonably available information about the supply or service offered under MAS contracts by using the GSA Advantage! on-line shopping service, or by reviewing the catalogs/pricelists of at least three Schedule Contractors and selecting the delivery and other options available under the schedule that meets the ordering activity s needs. In selecting the supply or service representing the best value, the ordering activity may consider--
 - (1) Special features of the supply or service that are required in effective program performance and that are not provided by a comparable supply or service;
 - (2) Trade-in considerations;
 - (3) Probable life of the item selected as compared with that of a comparable item;
 - (4) Warranty considerations;
 - (5) Maintenance availability;
 - (6) Past performance; and

- (7) Environmental and energy efficiency considerations.
- c. Orders exceeding the maximum order threshold. Each schedule contract has an established maximum order threshold. This threshold represents the point where it is advantageous for the ordering activity to seek a price reduction. In addition to following the procedures in paragraph b, above, and before placing an order that exceeds the maximum order threshold, ordering activities shall--

Review additional Schedule Contractors

- (1) Catalogs/pricelists or use the GSA Advantage! on-line shopping service;
- (2) Based upon the initial evaluation, generally seek price reductions from the Schedule Contractor(s) appearing to provide the best value (considering price and other factors); and
- (3) After price reductions have been sought, place the order with the Schedule Contractor that provides the best value and results in the lowest overall cost alternative. If further price reductions are not offered, an order may still be placed, if the ordering activity determines that it is appropriate.

NOTE: For orders exceeding the maximum order threshold, the Contractor may:

- (1) Offer a new lower price for this requirement (the Price Reductions clause is not applicable to orders placed over the maximum order in FAR 52.216-19 Order Limitations);
- (2) Offer the lowest price available under the contract; or
- (3) Decline the order (orders must be returned in accordance with FAR 52.216-19).
- d. Blanket purchase agreements (BPAs). The establishment of Federal Acquisition Schedule BPAs is permitted when following the ordering procedures in FAR 8.404. All schedule contracts contain BPA provisions. Ordering activities may use BPAs to establish accounts with Contractors to fill recurring requirements. BPAs should address the frequency of ordering and invoicing, discounts, and delivery locations and times.
- e. Price reductions. In addition to the circumstances outlined in paragraph c, above, there may be instances when ordering activities will find it advantageous to request a price reduction. For example, when the ordering activity finds a schedule supply or service elsewhere at a lower price or when a BPA is being established to fill recurring requirements, requesting a price reduction could be advantageous. The potential volume of orders under these agreements, regardless of the size of the individual order, may offer the ordering activity the opportunity to secure greater discounts. Schedule Contractors are not required to pass on to all schedule users a price reduction extended only to an individual ordering activity for a specific order.
- f. Small business. For orders exceeding the micro-purchase threshold, ordering activities should give preference to the items of small business concerns when two or more items at the same delivered price will satisfy the requirement.
- g. Documentation. Orders should be documented, at a minimum, by identifying the Contractor the item was purchased from, the item purchased, and the amount paid. If an ordering activity requirement, in excess of the micro-purchase threshold, is defined so as to require a particular brand name, product, or feature of a product peculiar to one manufacturer, thereby precluding consideration of a product manufactured by another company, the ordering activity shall include an explanation in the file as to why the particular brand name, product, or feature is essential to satisfy the ordering activity's needs.

- 13. FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS REQUIREMENTS:** ordering activities acquiring products from this Schedule must comply with the provisions of the Federal Standards Program, as appropriate (reference: NIST Federal Standards Index). Inquiries to determine whether or not specific products listed herein comply with Federal Information Processing Standards (FIPS) or Federal Telecommunication Standards (FED-STDS), which are cited by ordering activities, shall be responded to promptly by the Contractor.
- 13.1 FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPS PUBS):** Information Technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with the applicable "FIPS Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Information concerning their availability and applicability should be obtained from the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, Virginia 22161. FIPS PUBS include voluntary standards when these are adopted for Federal use. Individual orders for FIPS PUBS should be referred to the NTIS Sales Office, and orders for subscription service should be referred to the NTIS Subscription Officer, both at the above address, or telephone number (703) 487-4650.
- 13.2 FEDERAL TELECOMMUNICATION STANDARDS (FED-STDS):** Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STDS) should not be acquired unless a waiver has been granted in accordance with the applicable "FED-STD." Federal Telecommunication Standards are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Ordering information and information concerning the availability of FED-STDS should be obtained from the GSA, Federal Acquisition Service, Specification Section, 470 East L Enfant Plaza, Suite 8100, SW, Washington, DC 20407, telephone number (202)619-8925. Please include a self-addressed mailing label when requesting information by mail. Information concerning their applicability can be obtained by writing or calling the U.S. Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number (301)975-2833.

14. CONTRACTOR TASKS / SPECIAL REQUIREMENTS (C-FSS-370) (NOV 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.
- (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, noncontract items, non-Schedule items, and items not on a Federal Acquisition Schedule contract. ODCs (Other Direct Costs) are not part of this contract and should be treated at open market purchases. Ordering Activities procuring open market items must follow FAR 8.401(d).

For administrative convenience, an ordering activity contracting officer may add items not on the Federal Acquisition Multiple Award Schedule (MAS) -- referred to as open market items -- to a Federal Acquisition 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 Acquisition 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 Acquisition Schedule is fair and reasonable;
- (3) The items are clearly labeled on the order as items not on the Federal Acquisition Schedule; and
- (4) All clauses applicable to items not on the Federal Acquisition 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:

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)

Federal Acquisition Regulation (FAR) 13.303-1(a) defines Blanket Purchase Agreements (BPAs) as a simplified method of filling anticipated repetitive needs for supplies or services by establishing charge accounts with qualified sources of supply. The use of Blanket Purchase Agreements under the Federal Acquisition Schedule Program is authorized in accordance with FAR 13.303-2(c)(3), which reads, in part, as follows:

BPAs may be established with Federal Acquisition Schedule Contractors, if not inconsistent with the terms of the applicable schedule contract.

Federal Acquisition Schedule contracts contain BPA provisions to enable schedule users to maximize their administrative and purchasing savings. This feature permits schedule users to set up accounts with Schedule Contractors to fill recurring requirements. These accounts establish a period for the BPA and generally address issues such as the frequency of ordering and invoicing, authorized callers, discounts, delivery locations and times. Agencies may qualify for the best quantity/volume discounts available under the contract, based on the potential volume of business that may be generated through such an agreement, regardless of the size of the individual orders. In addition, agencies may be able to secure a discount higher than that available in the contract based on the aggregate volume of business possible under a BPA. Finally, Contractors may be open to a progressive type of discounting where the discount would increase once the sales accumulated under the BPA reach certain prescribed levels. Use of a BPA may be particularly useful with the new Maximum Order feature. See the Suggested Format, contained in this Schedule Pricelist, for customers to consider when using this purchasing tool.

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 receive less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds \$2,000, then the requirements of the Davis-Bacon Act 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 contractor will not deliver products and/or services under the contract that do not meet Section 508 requirements.
<http://www.synthesisps.com/technology.html>

The EIT standard can be found at: www.Section508.gov/.

24. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES.

Prime Contractors (on cost reimbursement contracts) placing orders under Federal Acquisition 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 Acquisition 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 Acquisition 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.

**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 and Special Item Number 132-52 Electronic Commerce Services apply exclusively to IT/EC 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. ORDERING PROCEDURES FOR SERVICES (REQUIRING A STATEMENT OF WORK) (G-FCI-920) (MAR 2003)

FAR 8.402 contemplates that GSA may occasionally find it necessary to establish special ordering procedures for individual Federal Acquisition Schedules or for some Special Item Numbers (SINs) within a Schedule. GSA has established special ordering procedures for services that require a Statement of Work. These special ordering procedures take precedence over the procedures in FAR 8.404 (b)(2) through (b)(3).

When ordering services over \$100,000, Department of Defense (DOD) ordering offices and non-DOD agencies placing orders on behalf of the DOD must follow the policies and procedures in the Defense Federal Acquisition Regulation Supplement (DFARS) 208.404-70 Additional ordering procedures for services. When DFARS 208.404-70 is applicable and there is a conflict between the ordering procedures contained in this clause and the additional ordering procedures for services in DFARS 208.404-70, the DFARS procedures take precedence.

GSA has determined that the prices for services contained in the contractor's price list applicable to this Schedule are fair and reasonable. However, the ordering activity using this contract is responsible for considering the level of effort and mix of labor proposed to perform a specific task being ordered and for making a determination that the total firm-fixed price or ceiling price is fair and reasonable.

(a) When ordering services, ordering activities shall

(1) Prepare a Request (Request for Quote or other communication tool):

(i) A statement of work (a performance-based statement of work is preferred) that outlines, at a minimum, the work to be performed, location of work, period of performance, deliverable schedule, applicable standards, acceptance criteria, and any special requirements (i.e., security clearances, travel, special knowledge, etc.) should be prepared.

(ii) The request should include the statement of work and request the contractors to submit either a firm-fixed price or a ceiling price to provide the services outlined in the statement of work. A firm-fixed price order shall be requested, unless the ordering activity makes a determination that it is not possible at the time of placing the order to estimate accurately the extent or duration of the work or to anticipate cost with any reasonable degree of confidence. When such a determination is made, a labor hour or time-and-materials proposal may be requested. The firm-fixed price shall be based on the rates in the schedule contract and shall consider the mix of labor categories and level of effort required to perform the services described in the statement of work. The firm-fixed price of the order should also include any travel costs or other incidental costs related to performance of the services ordered, unless the order provides for reimbursement of travel costs at the rates provided in the Federal Travel or Joint Travel Regulations. A ceiling price must be established for labor-hour and time-and-materials orders.

(iii) The request may ask the contractors, if necessary or appropriate, to submit a project plan for performing the task, and information on the contractor's experience and/or past performance performing similar tasks.

(iv) The request shall notify the contractors what basis will be used for selecting the contractor to receive the order. The notice shall include the basis for determining whether the contractors are technically qualified and provide an explanation regarding the intended use of any experience and/or past performance information in determining technical qualification of responses. If consideration will be limited to schedule contractors who are small business concerns as permitted by paragraph (2) below, the request shall notify the contractors that will be the case.

(2) Transmit the Request to Contractors:

Based upon an initial evaluation of catalogs and price lists, the ordering activity should identify the contractors that appear to offer the best value (considering the scope of services offered, pricing and other factors such as contractors' locations, as appropriate) and transmit the request as follows:

NOTE: When buying IT professional services under SIN 132 51 ONLY, the ordering office, at its discretion, may limit consideration to those schedule contractors that are small business concerns. This limitation is not applicable when buying supplies and/or services under other SINS as well as SIN 132-51. The limitation may only be used when at least three (3) small businesses that appear to offer services that will meet the agency's needs are available, if the order is estimated to exceed the micro-purchase threshold.

(i) The request should be provided to at least three (3) contractors if the proposed order is estimated to exceed the micro-purchase threshold, but not exceed the maximum order threshold.

(ii) For proposed orders exceeding the maximum order threshold, the request should be provided to additional contractors that offer services that will meet the ordering activity's needs.

(iii) In addition, the request shall be provided to any contractor who specifically requests a copy of the request for the proposed order.

(iv) Ordering activities should strive to minimize the contractors' costs associated with responding to requests for quotes for specific orders. Requests should be tailored to the minimum level necessary for adequate evaluation and selection for order placement. Oral presentations should be considered, when possible.

(3) Evaluate Responses and Select the Contractor to Receive the Order:

After responses have been evaluated against the factors identified in the request, the order should be placed with the schedule contractor that represents the best value. (See FAR 8.404)

(b) The establishment of Federal Acquisition Schedule Blanket Purchase Agreements (BPAs) for recurring services is permitted when the procedures outlined herein are followed. All BPAs for services must define the services that may be ordered under the BPA, along with

delivery or performance time frames, billing procedures, etc. The potential volume of orders under BPAs, regardless of the size of individual orders, may offer the ordering activity the opportunity to secure volume discounts. When establishing BPAs, ordering activities shall

(1) Inform contractors in the request (based on the ordering activity's requirement) if a single BPA or multiple BPAs will be established, and indicate the basis that will be used for selecting the contractors to be awarded the BPAs.

(i) **SINGLE BPA:** Generally, a single BPA should be established when the ordering activity can define the tasks to be ordered under the BPA and establish a firm-fixed price or ceiling price for individual tasks or services to be ordered. When this occurs, authorized users may place the order directly under the established BPA when the need for service arises. The schedule contractor that represents the best value should be awarded the BPA. (See FAR 8.404)

(ii) **MULTIPLE BPAs:** When the ordering activity determines multiple BPAs are needed to meet its requirements, the ordering activity should determine which contractors can meet any technical qualifications before establishing the BPAs. When establishing the BPAs, the procedures in (a)(2) above must be followed. The procedures at (a)(2) do not apply to orders issued under multiple BPAs. Authorized users must transmit the request for quote for an order to all BPA holders and then place the order with the Schedule contractor that represents the best value.

(2) **Review BPAs Periodically:** Such reviews shall be conducted at least annually. The purpose of the review is to determine whether the BPA still represents the best value. (See FAR 8.404)

(c) The ordering activity should give preference to small business concerns when two or more contractors can provide the services at the same firm-fixed price or ceiling price.

(d) When the ordering activity's requirement involves both products as well as executive, administrative and/or professional, services, the ordering activity should total the prices for the products and the firm-fixed price for the services and select the contractor that represents the best value. (See FAR 8.404)

(e) The ordering activity, at a minimum, should document orders by identifying the contractor from which the services were purchased, the services purchased, and the amount paid. If other than a firm-fixed price order is placed, such documentation should include the basis for the determination to use a labor-hour or time-and-materials order. For ordering activity requirements in excess of the micro-purchase threshold, the order file should document the evaluation of Schedule contractors' quotes that formed the basis for the selection of the contractor that received the order and the rationale for any trade-offs made in making the selection.

4. 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.

5. 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/EC 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.

6. 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.

7. 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.

8. 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.

9. 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/EC Services.

10. INDEPENDENT CONTRACTOR

All IT/EC 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.

11. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

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

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

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

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

12. 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.

13. 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.

14. RESUMES

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

15. 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.

16. 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.



17. DESCRIPTION OF IT SERVICES AND PRICING

**SYNTHESIS PROFESSIONAL SERVICES, INC.
PROFESSIONAL IT SERVICES
GSA SCHEDULE CONTRACT
PRICE LIST**

Labor Category	Final Rate w/IFF
Enterprise Resource Manager III	\$251.89
Program Manager	\$188.44
Enterprise Resource Manager II	\$185.93
Enterprise Analyst	\$163.03
Network Systems Architect	\$146.57
ADP Sr. Systems Analyst	\$134.22
Quality Control Officer	\$113.68
Project Manager	\$101.59
Web Developer II	\$93.14
Application Developer	\$92.15
Database Administrator	\$78.10
Junior Systems Analyst	\$75.57
Technical Writer	\$75.56
Systems Developer	\$74.90
Help Desk Administrator	\$66.33
Web Designer	\$63.86
Geographic Information Systems Specialist	\$63.75
Help Desk Specialist	\$52.79
Quality Control Technician	\$37.07

Enterprise Resource Manager III

Summary:

Senior Information Technology (IT) Professional who applies and/or develops highly advanced information technologies and related scientific principles, theories and concepts. Conducts high level systems and technical analyses and determines implementation strategies for Enterprise Resource Systems such as: Online Data Management Systems, Local Area Networks, Wide Area Networks, Program Administration Systems, Network Management Systems/Solutions, Information Security (INFOSEC), Distributed Systems, Help Desk, and Web Services.

Typical Responsibilities:

Applies knowledge of multiple functional areas such as grants administration, performance management, or policy development and has the ability to transfer functional knowledge to design and development of software and/or Web-based applications. Understands, describes, and applies information technology industry best practices, product knowledge, and application development experience to lead several simultaneous technology project requirements such as online data management systems and performance management tools. Manages, leads, and advises staff members in order to meet established IT project objectives; recommends technology application programs to accomplish long range functional and program objectives; supports data processing decisions that have a prolonged positive effect on an organization's status and business or functional posture. Executes multiple IT project plan tasks, coordinates IT resources, and often assumes IT project management responsibilities.

Required Qualifications:

Bachelor's Degree in IT or equivalent and 6 years of Enterprise Resource Planning (ERP) implementation experience or 12 years of general IT and technical experience. Six (6) years of IT and technical experience is equivalent to a Bachelor's Degree. With a Master's degree, 4 years of general IT and technical experience is required. With a Doctoral degree in IT or a related field, 2 years' experience is required.

Program Manager

Summary:

Directs performance of multiple Information Technology (IT) requirements including corporate and client Local Area Network (LAN), Wide Area Network (WAN), Commercial-Off-The Shelf (COTS) Applications Integration, Help Desk, and Application Development projects. Ensures that the work effort achieves the outcome specified in project functional and technology strategies. Sets and reviews project objectives, coordinates IT activities across projects, and oversees systems integration and effective function of interim systems during transitions. Responsible for IT integration activities, negotiation of changes in IT project plans, and coordination among all project stakeholders, including clients, project managers, project staff, and corporate officials.

Typical Responsibilities:

Responsible for effective management of multiple IT projects, funds and personnel; accountable for the quality and timely delivery of all contractual items, such as data bases, web applications, software, hardware, and various Commercial-Off-The Shelf (COTS) or proprietary products and systems. Serves as the corporate point-of-contact with clients regarding the performance of IT project activities. Ensures adherence to IT project and corporate budgets and schedules and proper allocation of project resources through effective oversight of budget administration and

procurement, risk assessment, facilities administration, contracts administration, technical support liaison, training coordination, methodology and process support, issues management, communications management, and status report management. Manages an overall IT program comprising multiple projects including identification of best practices and effective technologies and related systems.

Required Qualifications:

Bachelor's Degree in IT or equivalent and 15 years of IT experience. Six (6) years of general IT experience is equivalent to a Bachelor's Degree. With a Master's Degree in IT, 13 years of IT experience is acceptable. With a Doctoral degree in IT, 11 years of IT experience is required.

Enterprise Resource Manager II**Summary:**

Mid-level Information Technology Professional who applies and/or develops complex information technologies, and related scientific principles, theories and concepts. Performs systems analysis and implementation for Enterprise Resource Systems including: Local Area Network, Wide Area Network, Performance Management and Online Data Management Systems, Network Management Systems/Solutions, Information Security (INFOSEC), Distributed Systems, Help Desk, and Web Services.

Typical Responsibilities:

Applies understanding of specific functional areas such as grants administration, performance management, or policy development to software and or Web-based application development and/or maintenance. Understands and applies information technology industry best practices, product knowledge, and experience to lead specific technology project tasks such as developing an online data management system. Understands and implements technology applications to accomplish long range program functional objectives. Within one or more specific projects, executes IT tasks such as database development, graphic user interface development, Web page design, Web application development; coordinates IT resources; may handle overall management of specific IT tasks.

Required Qualifications:

Bachelor's Degree in IT or equivalent and 2 years of ERP implementation experience or 2 years of general IT and technical experience. Six (6) years of general IT and technical experience is equivalent to a Bachelor's Degree. With a Master's Degree, 1 year of general IT and technical experience is required. With a Doctoral degree in IT or a related field, no experience is required.

Enterprise Analyst**Summary:**

Develops organizational strategic information management goals and the technology tactics for achieving these goals as part of an IT project lifecycle. Identifies, tests, and deploys enterprise-wide system management tools such as XML for Web development, systems documentation, content management, or database development projects. Able to manage systems development or systems operations projects and processes.

Typical Responsibilities:

Deploys and documents enterprise management solutions for complex heterogeneous IT environments. Incorporates systems, network and help desk tools into an integrated IT solution.

Provides hardware and software tool selection analysis and recommendations. Leads technical teams with diverse areas of specialization to implement multiple software management tools either sequentially or in parallel. Performs ongoing operations analysis identifying and resolving technical issues. Understands complex, multi-platform information technology (IT) infrastructure operations, processes and tools. Able to solve unanticipated complications in the field related to such applications as enterprise geospatial design, GIS architecture, geospatial workflow management, GIS Database Design, ESRI, Oracle Spatial, SQL Server, MapInfo, quality assurance, FGDC, OGIS, OGC and other GIS standards.

Required Qualifications:

Bachelor's degree in IT, Computer Science, or equivalent, and 12 years of general experience. Six (6) years of general experience is equivalent to a Bachelor's degree. With a Master's degree, 8 years of general experience is required. With a Doctoral degree, 3 years of general experience is required.

Network Systems Architect**Summary:**

Senior architect who is an expert in one or more specific areas of computer system design and networking. Independently performs a variety of system design and development tasks such as development, administration, and implementation of network operating systems. Supervises team of IT systems development and networking staff on multiple IT projects and tasks.

Typical Responsibilities:

Acts as lead technical authority on systems and networking development and operations projects, understanding, conducting market research, and advising on specific system requirements, and determining and ensuring conformance with customer specifications. Works on local area networks (LAN), wide area networks (WAN), Commercial-Off-The Shelf (COTS) applications integration, and deployment of Web- and/or software applications, database applications, and facilities hardware/equipment. Responsible for highly complex technical projects, supervising teams of systems and network designers and developers and coordinating their activities.

Required Qualifications:

Bachelor's degree in IT, Computer Science, or equivalent, and 12 years of IT experience. Six (6) years of general experience is equivalent to a Bachelor's degree. With a Master's degree, 8 years of general IT experience is required. With a Doctoral degree, 3 years of general IT experience is required.

ADP Senior Systems Analyst**Summary:**

Provides analytical/programmatic skills and support for efforts within a high-tech client environment, applying analytical Information Technology (IT) expertise to assist in defining, analyzing, validating and documenting IT operating environments and current processes.

Provides expert guidance and technical expertise on the implementation and integration of the application and how it is perceived by target user groups; develops agency/department application implementation plans and work schedules based on formative research analyses; interfaces with functional managers concerning the applications, how the applications will be

adopted within the organization, and what this means for the organizational transition to an application environment.

Typical Responsibilities:

Responsible for performing studies, analyses, and evaluations related to information systems, such as requirements analyses, feasibility studies, cost/benefit analyses, or Information Resource Management (IRM) plans. Generally takes technical leadership role or is responsible for more complex tasks, providing direction for software development staff. Analyzes job tasks and user requirements to provide system-wide IT solutions related to system/program design, design assurance, software development. Ensures conformance to all relevant standards and quality control procedures for analysis, programming and data base design and development.

Required Qualifications:

Bachelor's Degree in Computer Science, Systems Engineering or equivalent and 10 years of related experience in one or more of the following disciplines: Business Process Reengineering/Analyses, Computer Programming, Computer Science, Computer Security, Computer Systems, Electronic Commerce, Information Architecture Planning/Design, IT Operations Research, IT Quality Assurance, IT Systems Analysis, IT Systems Engineering, IT Systems Modeling/Simulation, or Management. Six years of general IT and business experience is equivalent to a Bachelor's Degree. With a Master's Degree in Computer Science or a related field, 6 years' experience is required.

Quality Control Officer**Summary:**

Ensures that IT deliverables or products such as databases, online data management systems, systems documentation products and technology training or user manuals are developed using appropriate, sound, and current technology industry best practices. Ensures that these products comply with client specifications, including the requirements of specific functional practices and target users.

Typical Responsibilities:

Carefully reviews specifications of each IT deliverable to determine compliance, usability, and dependability as appropriate to intended use. Applies human factors and ergonomic principles and techniques to determine effective user interfaces with IT products like performance management systems or integrated Commercial-Off-The Shelf (COTS) application systems developed to achieve specific program goals. Designs, performs, or implements beta tests to assess, improve, or disable a technology prototype or to examine early access user experiences of new information management applications.

Required Qualifications:

Bachelor's degree in IT, Ergonomics, or equivalent, and 12 years of systems quality control experience. Six (6) years of systems quality control experience is equivalent to a Bachelor's degree. With a Master's degree, 8 years of systems quality control experience is required. With a PhD, 3 years of systems quality control experience is required.

Project Manager

Summary:

Ensures that the upfront planning that characterizes a successful Information Technology (IT) project is developed and implemented with appropriate technical expertise, information management tools, and other necessary IT resources. Leads technical teams on specific IT projects, oversees technology tasks within a larger scope of work, and/or assists more senior program management on larger IT projects. Ensures that IT project production schedules are met and that computer resources, including hardware, software, and their respective configurations, are used efficiently and effectively on each project.

Typical Responsibilities:

Provides day-to-day management of the unique challenges of IT projects, from hardware, operating systems, network or database problems, to security risks, interoperability issues, and the changes manufacturers make to their hardware and software configurations. Handles tasking, scheduling, staffing, cost, quality, troubleshooting, risk mitigation, and performance issues. Coordinates resolution of technical problems and works as the lead point of contact among information management clients, IT teaming partners, and technology vendors to ensure effective communication and project implementation.

Required Qualifications:

Bachelor's degree in Computer Science, IT or equivalent and 4 years of IT operations management experience. Six (6) years of IT operations management experience is equivalent to a Bachelor's degree. With a Master's degree in IT or equivalent, 3 years of IT operations management experience is required. With a PhD, 1 year of IT operations management experience is required.

Web Developer II

Summary:

Understands and implements a broad set of Information Technology (IT) planning, analytic, design and construction tools that can be applied to all of part of large enterprises. Develops and applies a range of technical methodologies for identifying and building solutions for IT requirements.

Typical Responsibilities:

Establishes system information requirements, analyzing information exchange technologies to develop enterprise-wide or large-scale information systems. Designs systems architecture including the software, hardware, and communications mechanisms that support comprehensive requirements including the cross functional requirements and interfaces that support current and prospective client needs. Ensures systems compatibility and compliance with appropriate standards and profiles such as Open Systems Interconnection (OSI), International Organization for Standardization (ISO), Institute of Electric and Electronic Engineers (IEEE), Open Systems Environment (OSE), and Application Programming Interface (API.).

Required Qualifications:

Bachelor's degree in IT or equivalent and 3 to 5 years of Web development experience depending on the requirement. Six (6) years of Web development experience is equivalent to a Bachelor's degree. With a Master's degree in IT or equivalent, 3 years of Web development experience is required. With a PhD, 1 year of Web development experience is required.

Application Developer

Summary:

Responsible for all the software development within an organization. Directs the software engineering function in developing, releasing, and maintaining software applications according to business needs.

Typical Responsibilities:

Design, modify, develop, write, and implement software programming applications. Support and/or install software applications. Participate in the testing process through test review and analysis, test witnessing, and certification of software. Write requirement documents, implement and track development timelines, and implement new sets with the development team.

Required Qualifications:

Bachelor's degree in Computer Science or equivalent and 3 to 5 years of development experience depending on the requirement. Six (6) years of development experience is equivalent to a Bachelor's degree. With a Master's degree in IT or equivalent, 3 years of development experience is required. With a PhD, 1 year of development experience is required.

Database Administrator

Summary:

Performs as an Administrator on database management systems. Has specific knowledge of computer and network equipment and the ability to develop complex software to satisfy design objectives. Able to assume increasing responsibilities in enterprise data warehouse project information systems design and management.

Typical Responsibilities:

Applies a set of data disciplines for the planning, analysis, data refinement, design and construction of information systems on an enterprise-wide basis or across a major sector of the enterprise. Develops analytic and computational techniques and methodologies for specific Information Technology (IT) solutions. Provides strategic systems planning, business information planning, analysis, and database security.

Required Qualifications:

Bachelor's degree in IT or equivalent and 9 years of related IT experience, including data base administration. Six (6) years of related IT experience is equivalent to a Bachelor's degree. With a Master's degree in IT or equivalent, 7 years of related IT experience is required. With a PhD, 5 years of general IT experience is required.

Junior Systems Analyst

Summary:

Assists with performing studies, analyses, and evaluations related to information systems, such as requirements analyses, feasibility studies, cost/benefit analyses, or Information Resources Management (IRM) plans.

Typical Responsibilities:

Supports system design, development, and testing activities and prepares technical reports. Works independently or as a member of a team to help define systems performance objectives and develop system requirements and program specifications from which programmers can prepare detailed flowcharts, programs, and tests. Closely coordinates with programmers to ensure proper implementation of program and system specifications.

Required Qualifications:

Bachelor's degree in Computer Science, Systems Engineering and/or other relevant discipline plus three (3) years related experience with systems analysis, programming, business information systems, developing systems requirements, high-level design specifications, and/or translating user requirements. Six (6) years of directly related functional experience performing studies, analyses, and evaluations of IT systems, products, processes and/or requirements is considered equivalent to a relevant Bachelor's degree.

Technical Writer

Summary:

Develops and edits system documentation material on existing or newly developed computer applications. May edit or develop content in some applications, which heavily utilize textual information (i.e., Lotus Notes, Internet, etc.) Also responsible for recording, structuring, and reporting participant input gathered during collaborative technology work sessions.

Typical Responsibilities:

Collects and organizes technology information necessary for preparation, updating, or editing technology user manuals, training materials, installation guides, requirements, and other IT reports and deliverables. Edits Information Technology (IT) functional descriptions, system specifications, user's manuals, special reports, or any other IT customer deliverables and documents or information security related documents. May also be responsible for the design, presentation, and evaluation of information systems training and education; developing courses and curricula, and providing or supervising training delivery.

Required Qualifications:

Bachelor's Degree in English, Journalism, Computer Science plus 4 years of related experience, A year of college education is the equivalent of two years of relevant work experience. Strong understanding of technology terminology and frameworks and ability to translate technology language into content understandable to non-technical users and administrators.

Systems Developer

Summary:

Develops codes, tests, and debugs new software or enhancements to existing software Has demonstrated expertise in single or multiple technical disciplines. Will provide expert guidance and insight for development and implementation of specific technologies, subject areas, or other skills sets.

Typical Responsibilities:

Performs maintenance on existing software products and contributes knowledge of business applications. Writes programs according to specifications. Works with the technical staff to understand problems had with software and then resolve them. Also, assists in the development of software user manuals.

Required Qualifications:

Bachelor's Degree in Computer Science or equivalent plus 2 years of systems development experience. Six (6) years of systems development experience is equivalent to a Bachelor's Degree.

Help Desk Administrator

Summary:

Ensures data and processes are implemented in accordance with established platforms and requirements. Ensures Information Technology (IT) problems are resolved and corrective actions taken. Supervises Help Desk specialists.

Typical Responsibilities:

Conducts training and oversight of Help Desk specialists and, when appropriate, client users in accordance with established processes and procedures. Prioritizes work requirements and ensures that appropriate security and operating standards are met.

Required Qualifications:

Bachelor's degree in IT, Computer Science, or equivalent and two (2) years of information technology experience (or equivalent combination of education and experience) in Help Desk, databases, and computer software applications as well as experience in the general operations and maintenance of information technology hardware and software. Six (6) years of Help Desk experience is considered equivalent to a Bachelor's degree. With a Master's degree in a related discipline, 1 year of Help Desk experience is required depending on the project.

Web Designer

Summary:

Designs and maintains Web pages tailored to client requirements.

Typical Responsibilities:

Provides day-to-day web site design, creation, maintenance, and updating of Web pages. The individual also works to coordinate and/or facilitate maintenance requests, meeting with Client

staff to identify site enhancements, reporting team status to project management, and maintaining requests/progress in issue tracking list or tool.

Required Qualifications:

Bachelor's Degree in Information Technology (IT), Computer Science, Computer-Based Graphic Design or equivalent and 2 years of related experience. Six (6) years of related experience is equivalent to a Bachelor's Degree.

Geographic Information Systems (GIS) Specialist**Summary:**

Designs and develops software systems and directs programming efforts using Geographic Information Systems (GIS) software applications such as Avenue or ArcView MacroLanguage scripting language.

Typical Responsibilities:

Registers CAD drawings to geographic coordinate systems using GIS software tools and techniques. Identifies, investigates and analyzes Geospatial Database management system problems.

Required Qualifications:

Bachelor's degree in a recognized engineering, scientific, technical, or business management discipline and a minimum of 3 years' experience developing, processing, maintaining, analyzing GIS and Geospatial data. Six (6) years of GIS experience is considered equivalent to a Bachelor's degree. With a Master's degree in a related discipline, 1 year of GIS experience is required depending on the project.

Help Desk Specialist**Summary:**

Receives trouble calls and provides guidance on client computer systems as appropriate. Coordinates system trouble reports with database analysts, system and application programmers, and functional database managers. Ensures compliance with electronic and physical security procedures and standards.

Typical Responsibilities:

Responsible for understanding the general operations and maintenance of information technology hardware and software in accordance with established processes and procedures. Coordinates system trouble reports with higher level Information Technology (IT) personnel to ensure resolution. Ensures data and processes are implemented in accordance with established platforms and requirements. Ensures IT problems are resolved and corrective actions taken. Must understand concepts related to identification of routine/high priority system problems and assignment of corrective action requirements according to established priority categories.

Required Qualifications:

Associates degree in IT, Computer Science or equivalent plus 2 years' experience with pc related operating systems, software applications, security software, and Help Desk processes.

Three (3) years of directly related Help Desk experience is considered equivalent to a relevant Associates degree.

Quality Control Technician

Summary:

Works under supervision of senior staff to ensure that Information Technology (IT) deliverables or products such as databases, online data management systems, systems documentation products and technology training or user manuals are developed using appropriate, sound, and current technology industry best practices. Under direction of senior technology staff, tests IT project deliverables to ensure that all products and processes comply with client specifications, including the requirements of specific functional practices and target users.

Typical Responsibilities:

As directed by senior technology staff or quality control officer, carefully reviews specifications of each IT deliverable to determine compliance, usability, and dependability as appropriate to intended use. Helps determine the effectiveness of user interfaces with IT products like performance management systems or integrated Commercial-Off-The Shelf (COTS) application systems developed to achieve specific program goals. Conducts beta tests to assess, improve, or disable a technology prototype or to examine early access user experiences of new information management applications.

Required Qualifications:

Bachelor's Degree or equivalent and 2 years of related experience in a technology environment. Six (6) years of general experience is equivalent to a Bachelor's Degree.

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

PREAMBLE

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

COMMITMENT

- To actively seek and partner with small businesses.
- To identify, qualify, mentor and develop small, small disadvantaged and women-owned small businesses by purchasing from these businesses whenever practical.
- To develop and promote company policy initiatives that 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 **Ms. Ruth Anne Gigliotti, President, (301) 770-8970, rgigliotti@synthesisps.com, FAX - (301) 770-8973.**

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BPA NUMBER _____

**(CUSTOMER NAME)
BLANKET PURCHASE AGREEMENT**

Pursuant to GSA Federal Acquisition 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 Acquisition 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 Acquisition 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 Acquisition Schedule contracts.

Orders under a Team Arrangement are subject to terms and conditions of the Federal Acquisition Schedule Contract.

Participation in a Team Arrangement is limited to Federal Acquisition 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 Acquisition Schedule Contractors may individually meet the customers needs, or -

- Federal Acquisition Schedule Contractors may individually submit a Schedules Team Solution to meet the customer s requirement.

- Customers make a best value selection.