



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

Federated Information Technologies, Inc. ("Federated IT") is a Service-Disabled Veteran-Owned, 100% Native American Owned, and 8(a) Certified Small Disadvantaged Business dedicated to providing Information Technology and Information Assurance consulting services, as well as Analytic and Operations support, to the Intelligence Community, Department of Defense, and Civil government.

Founded in 2002 and headquartered in Washington DC, Federated IT has dedicated its energies to providing a wide range of mission support services to the highest levels within the national security sector of the federal government. Our understanding that operational challenges and security threats are constant and ever changing has resulted in our ability to provide client-centric solutions that are tailored to the precise requirements of each engagement.

Federated service offerings focus on three core areas: Information Technology, Information Assurance and Operations and Analytic professional services. Service rates included in this price list are for Government-site only. Orders for Contractor-site are outside the scope of the contract.

We provide services under the following SIN:

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

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

<p>Federated Information Technologies Inc. 1200 G St., NW Suite 800 Washington, DC 20005-8705 202-434-8959 www.FederatedIT.com</p> <p>Contract Number: GS-35F-0563T Period Covered by Contract: 7/26/2007 through 7/25/2017</p>
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General Services Administration
Federal Supply Service

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

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INFORMATION FOR ORDERING ACTIVITIES
APPLICABLE TO ALL SPECIAL ITEM NUMBERS

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

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

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

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

1. GEOGRAPHIC SCOPE OF CONTRACT:

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

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

Offerors are requested to check one of the following boxes:

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

2. CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION:

Federated Information Technologies Inc.

1200 G St., NW Suite 800
Washington, DC 20005-8705

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

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

202-434-8959

3. LIABILITY FOR INJURY OR DAMAGE

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

4. STATICAL DATA FOR GOVERNMENT ORDERING OFFICE COMPLETION OF STANDARD FORM 279:

Block 9: G. Order/Modification Under Federal Schedule

Block 16: Data Universal Numbering System (DUNS) Number: 83-167-8193

Block 30: Type of Contractor - A

- A. Small Disadvantaged Business
- B. Other Small Business
- C. Large Business
- G. Other Nonprofit Organization
- L. Foreign Contractor

Block 31: Woman-Owned Small Business - No

Block 36: Contractor's Taxpayer Identification Number (TIN): 16-1615436

4a. CAGE Code: 3AX12

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)
<u>132-51</u>	<u>*</u> Days

***Delivery shall be in accordance with the requirements of awarded orders. Expedited or overnight delivery is not offered.**

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

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

- a. Prompt Payment - **None**
- b. Quantity - **None**
- c. Dollar Volume – **1% additional discount for orders from \$350,000 to \$1,000,000; 1.5% additional discount for orders from \$1,000,001 to \$3,000,000; 2% additional discount for orders for \$3,000,001 and above.**
- d. Government Educational Institutions - **Government Educational Institutions are offered the same discounts as all other Government customers.**

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: N/A**

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

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

- a. The Maximum Order value for the following Special Item Number (SIN) is \$500,000:
Special Item Number 132-51 - Information Technology (IT) Professional Services

12. ORDERING PROCEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS

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

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

13. FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS

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

13.1 FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPS PUBS):

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

13.2 FEDERAL TELECOMMUNICATION STANDARDS (FED-STDS): Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STDS) should not be acquired unless a waiver has been granted in accordance with the applicable "FED-STD." Federal Telecommunication Standards are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Ordering information and

information concerning the availability of FED-STDS should be obtained from the GSA, Federal Supply Service, Specification Section, 470 East L'Enfant Plaza, Suite 8100, SW, Washington, DC 20407, telephone number (202)619-8925. Please include a self-addressed mailing label when requesting information by mail. Information concerning their applicability can be obtained by writing or calling the U.S. Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number (301)975-2833.

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

(a) Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.

(b) Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. The Industrial Funding Fee does NOT apply to travel and per diem charges.

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

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

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

(e) Personnel: The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.

(f) Organizational Conflicts of Interest: Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.

(g) Documentation/Standards: The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.

(h) Data/Deliverable Requirements: Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.

(i) Government-Furnished Property: As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.

(j) Availability of Funds: Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon

the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.

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

16. GSA ADVANTAGE

GSA Advantage! is an on-line, interactive electronic information and ordering system that provides on-line access to vendors' schedule prices with ordering information. GSA Advantage! will allow the user to perform various searches across all contracts including, but not limited to:

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

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

17. PURCHASE OF OPEN MARKET ITEMS

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

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

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

18. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS

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

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

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

19. OVERSEAS ACTIVITIES

The terms and conditions of this contract shall apply to all orders for installation, maintenance and repair of equipment in areas listed in the pricelist outside the 48 contiguous states and the District of Columbia, except as indicated below:

N/A

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

20. BLANKET PURCHASE AGREEMENTS (BPAs)

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

21. CONTRACTOR TEAM ARRANGEMENTS

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

22. INSTALLATION, DEINSTALLATION, REINSTALLATION

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

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

23. SECTION 508 COMPLIANCE.

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

<http://www.FederatedIT.com>

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

24. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES.

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

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

(b) The following statement:

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

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

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

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

(1) For such period as the laws of the State in which this contract is to be performed prescribe; or

(2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.

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

26. SOFTWARE INTEROPERABILITY.

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

27. ADVANCE PAYMENTS

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

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

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. PERFORMANCE INCENTIVES

- a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract in accordance with this clause.
- b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3. ORDER

- a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.
- b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

4. PERFORMANCE OF SERVICES

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
- d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

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

- (a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the

order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-

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

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

- (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
- (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

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

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

6. INSPECTION OF SERVICES

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

7. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Deviation – May 2003) Rights in Data – General, may apply.

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT Services.

9. INDEPENDENT CONTRACTOR

All IT Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

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

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

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

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

11. INVOICES

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

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003)) applies to labor-hour orders placed under this contract.

13. RESUMES

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

14. INCIDENTAL SUPPORT COSTS

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

15. APPROVAL OF SUBCONTRACTS

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

16. DESCRIPTION OF IT SERVICES AND PRICING

COMMERCIAL PRICE LIST

For each labor category type, there are five experience levels depending on the education and practical experience of the proposed individual. The descriptions provided include representative job duties and responsibilities, as well as typical education and work experience associated with each labor category type. The nominal academic credentials and years of experience required at each level is also provided. Education may be substituted for experience, and conversely, experience may be substituted for education in accordance with the following guidelines:

Academic Degree	Equivalent Experience*
Associates	• 1 year relevant experience
Bachelors	• 2 years relevant experience
Masters	• 3 years relevant experience
Doctorate	• 4 years relevant experience

Federated has provided suitably established rates for tasks performed at customer sites. Such work must be performed on a sufficiently continuous basis such that the customer will provide office space, supplies, reproduction, telephone service, laboratory or automated data processing facilities, as required, for the performance of the contract. A sufficiently continuous basis is further clarified as offsite at a customer location for a period of three consecutive months for each assigned employee with no onsite (Federated) facility costs.

Experience Levels

Level 1 Technical Experience

Minimum/General Experience: Experience qualifications will be determined on a case-by-case basis. Generally, this requires one to four years of general experience in information systems, including specialized experience providing state-of-the-art solutions in information systems technology (or, if the particular area of expertise is new state-of-the-art technology, the specialized experience may be less than four years and more consistent with the age of the technology). Performs highly specialized and technical tasks associated with the most current and cutting-edge technologies. Level 1 experienced personnel may serve as a technical consultant to a project or a number of projects dealing with area of technical expertise. They are generally recognized as a professional with some technical expertise, sought out by others in their area of expertise for advice and guidance.

Functional Responsibility: Provide expert, independent services and leadership in specialized analytic of technical areas. Provides expertise on an as-needed basis to all task assignments. Provides expert advice and assistance in state-of-the-art software/hardware. Coordinates with contractor management and support personnel to ensure that the problem has been properly defined and that the solution will satisfy the organization's requirement.

Level 2 Technical Experience

Minimum/General Experience: Experience qualifications will be determined on a case-by-case basis. Generally this requires four to seven years of general experience in information systems, including specialized experience providing state-of-the-art solutions in information systems technology (or, if the particular area of expertise is new state-of-the-art technology, the specialized experience may be less than six years and more consistent with the age of the technology). Level 2 experienced personnel possess appropriate expertise in the function performed or technology being addressed.

Functional Responsibility: Provide expert, independent services and leadership in specialized analytic or technical areas. Provides expertise on an as-needed basis to all task assignments. Provides expert advice and assistance in state-of-the-art software/hardware. Coordinates with contractor management and support personnel to ensure that the problem has been properly defined and that the solution will satisfy the organization's requirement.

Level 3 Technical Experience

Minimum/General Experience: Experience qualifications will be determined on a case-by-case basis. Generally this requires seven to ten years of general experience in analytic or information systems, including considerable specialized experience providing state-of-the-art solutions in analytic and information systems technology (or, if the particular area of expertise is new state-of-the-art technology, the specialized experience may be consistent with the age of the technology). Level 3 experienced personnel possess considerable expertise in the function performed or technology being addressed.)

Functional Responsibility: Provide expert, independent services and leadership in specialized analytic or technical areas. Provides expertise on an as-needed basis to all task assignments. Provides expert advice and assistance in state-of-the-art software/hardware. Coordinates with contractor management and support personnel to ensure that the problem has been properly defined and that the solution will satisfy the organization's requirement.

Level 4 Technical Experience

Minimum/General Experience: Experience qualifications will be determined on a case-by-case basis. Generally this requires ten to twelve years of general experience in analytic or information systems, including specialized experience providing state-of-the-art solutions in analytic or information systems technology (or, if the particular area of expertise is new state-of-the-art technology, the specialized experience may consistent with the age of the technology.)

Functional Responsibility: Provide expert, independent services and leadership in specialized analytic or technical areas. Provides expertise on an as-needed basis to all task assignments. Provides expert advice and assistance in state-of-the-art software/hardware. Coordinates with contractor management and support personnel to ensure that the problem has been properly defined and that the solution will satisfy the organization's requirement.

Level 5 Technical Experience

Minimum/General Experience: Experience qualifications will be determined on a case-by-case basis. Generally this requires twelve or more years of general experience in information systems, including specialized experience providing state-of-the-art solutions in analytic or information systems technology (or, if the particular area of expertise in new state-of-the-art technology, the specialized experience may be consistent with the age of the technology). Recognized expert in the technology being addressed.

Functional Responsibility: Provide expert, independent services and leadership in specialized analytic or technical areas. Provides expertise on an as-needed basis to all task assignments. Provides expert advice and assistance in state-of-the-art software/hardware. Coordinates with contractor management and support personnel to ensure that the problem has been properly defined and that the solution will satisfy the organization's requirement.

GENERAL LABOR CATEGORY DESCRIPTIONS

Applications Developer

Primary Responsibilities: The Application Developer shall participate in the design, coding, testing, support and debugging of new software or significant enhancements to new and/or existing software applications.

Additional Responsibilities: Perform coding, debugging and testing to define the integration between proposed development projects and existing systems. Considers and researches emerging technologies to improve current applications, architectures and processes. Design, develops, and implements customized solutions for various systems. Also provides post deployment support for all custom applications and implementations provided to the government.

Application Engineer

Primary Responsibilities: To coordinate the planning, design, and installation of systems and equipment in an enterprise environment, using knowledge of engineering and programming as well as sophisticated instruments and computers. Analyzes functional business applications and design specifications for functional activities. Develops block diagrams and logic flow charts. Translates detailed design into computer software. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency.

Additional Responsibilities: Aids in the design and development of systems and applications, and redesign of existing systems to fulfill the needs of customers. Familiar with standard concepts, practices, and procedures within the specific field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complex tasks. Typically reports to a supervisor or manager. Develops specifications for equipment as well as performance requirements; prepares cost analysis for integrating systems and equipment into the enterprise; writes operating instructions or programs, or uses existing computer programs, applying knowledge of programming to adapt the chosen equipment to the specific job application; oversees installation to see that systems and equipment are installed and functioning according to specifications; tests to make sure that systems and equipment have the capability to carry out desired functions; coordinates with management to ensure that proper training is provided to customers to implement operating procedures, security protocols.

Business Process Reengineering Specialist

Primary Responsibilities: Analyzes process and re-engineering, with an understanding of technical problems and solutions as they relate to the current and future business environment. Creates process change by integrating new processes with existing ones and communicating these changes to impacted Business Systems teams.

Additional Responsibilities: The specialist shall have skills in shared databases, making information available at many places, expert systems, in order to allow generalists to perform specialized tasks, telecommunication networks, allowing organizations to be centralized and decentralized at the same time, decision-support tools, allowing decision-making to be a part of every team mate's job, Wireless data communication and portable computers, allowing field personnel to work office independent, interactive videodisk, to get in immediate contact with potential buyers, automatic identification and tracking, allowing things to tell where they are, instead of requiring to be found, and high performance computing, allowing on-the-fly planning and revisioning.

Business Subject Matter Expert (SME)

Primary Responsibilities: A subject matter expert understands, articulates, and implements best practices related to their area of expertise. Depending on the work environment, the subject matter expert may lead or be an active participant of a work-group with the need for specialized knowledge. The subject matter expert provides guidance on how their area of capability can resolve an organizational need, and actively participates in all phases of the project and/or program life cycle. For the Business SME, the ability to support the Project Management process by providing input to work products and deliverables, identify risks and propose risk mitigation/avoidance strategies and comply

with configuration management and QA processes and procedures, support QA process and perform peer reviews of documentation, Provide project documentation to Team lead; to include test cases, test scripts, peer review comments, total resource management (TRM) and other deliverables, provide test plans, to include requirements traceability verification matrix, review all application documentation and document discrepancies in a Documentation Review Report, create data fields, records, files, and interactive procedures to test all application functionalities on which testing is being conducted, issue Defect Report Tickets as needed, submit or provide input to a weekly status report, upon completion of testing, certify application in End-of-Test status report, provide training to federal employees on accepted EST methodologies for performing testing, perform Section 508 Compliance Testing, and attend meetings, review, and walkthroughs. Responds to customer requests for information.

Additional Responsibilities: Cultivates and maintains effective working relationships with a variety of stakeholders, including end-users, project managers, engineers, and senior staff members. The nature of the position involves actively participating in multiple work-groups at one time, and disseminating information across all levels of the organization. Is articulate and communicates information effectively to diverse audiences. Translates subject matter terminology into business terms, and recommends alternatives to both senior management, engineers and/or software developers. The SME also performs product demonstrations in a variety of settings, including internal meetings, training sessions, and trade shows.

Business Systems Analyst

Primary Responsibilities: The Business Systems Analyst's role is to devise and design business process requirements for all IT-related business, financial, and operations systems critical to core organizational functions. This includes researching and analyzing data in support of business functions, process knowledge, and systems requirements.

Additional Responsibilities: Additional responsibilities can include but are not limited to gathering and analyzing data in support of business cases, proposed projects, and systems requirements. The Business Systems Analyst is also responsible for proactively generating and compiling reports based on his or her findings, complete with recommended improvements to – or new requirements for – business processes and operational procedures. This individual will apply proven communication, analytical, and problem-solving skills to help maximize the benefit of IT system investments and to assist in implementing new computer systems.

Communications Specialist

Primary Responsibilities: Evaluates communication hardware and software, troubleshoots LAN/MAN/WAN and other network related problems, provides technical expertise for performance and configuration of networks. Performs general LAN/MAN/WAN administration, provides technical support in the integration and test of complex large-scale computer integrated networks.

Additional Responsibilities: Analyzes network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommends procurement, removals, and modifications to network components. Designs and optimizes network topologies and site configurations. Plans installations, transitions, and cutovers of network components and capabilities. Coordinates requirements with users and suppliers.

Communications/Network Engineer

Primary Responsibilities: Communications / Network engineers work within a number of IT industries, including Internet and computing technologies, networking and telecommunications, and radio. Some engineers concentrate on applying technical knowledge, while others focus on managerial activities. Many positions include elements of both managerial and technical responsibilities. The technical aspect of the role includes using specialist knowledge to design and deliver solutions, as well as providing technical guidance to others within the employing organization. Managerial responsibilities involve planning and managing projects, ensuring that they are delivered on time, within budget and to the agreed standards of quality.

Additional Responsibilities: Provide design, development, deployment, problem identification and remediation, and on-going support. Provide support in the translation of business requirements into

telecommunications (e.g. LAN, MAN, WAN, Voice and Video) requirements, designs and orders. Also, provide in-depth engineering analysis of telecommunications alternatives for government agencies in support of their strategic modernization efforts and telecommunications enhancement design for medium and large-scale telecommunications infrastructures. Provide interface support to telecommunications end users, telecommunications operations personnel and telecommunications strategic program management. Work as member of network engineering team.

Communications Technician

Primary Responsibilities: Supervises and performs Communications-Computer Systems (C-CS) operations and executes associated information systems support programs. May be expected to perform network management, control, and administration on local, metropolitan, and wide area networks, and Command, Control, Communications, Computer and Intelligence systems, Defense Message Systems (DMS), command and control, and functional area systems.

Additional Responsibilities: Additional responsibilities can include but are not limited to: Administers Communications Security (COMSEC) and Information Assurance (IA) programs. Provides information systems life-cycle management; performs daily network management, control, and administration of information flow in Network Management, Intrusion Prevention (IP), and Network Administration (NA); oversees network configuration, faults, performances, and security management through enterprise management functions; reviews and plans networks, controls distribution of Internet Protocol (IP) address space, and enforces Internet use policy. Develops local restoral and contingency operations plans; processes and reviews C4 systems requirement documentation, telecommunications service requests, status of acquisition messages, and telecommunications service orders. Performs strategic and budget planning for networks; categorizes, isolates, and resolves network problems. Performs fault isolation by validating, isolating, and correcting faults, and verifying service restoral with customers. Processes, documents, and coordinates resolution of trouble calls from Workgroup Managers and Functional System Administrators. Processes scheduled and authorized network outages. Implements service restoral plans, coordinates corrective actions, and submits outage reports in response to unscheduled outages. Can also be expected to conduct daily traffic analysis, identifies and characterizes incidents, generates incident reports, and investigates suspicious network activity. Installs, monitors, and directs proactive and reactive computer network defense measures to ensure the availability, integrity, and reliability of base networked and stand-alone information resources. Provides core network services configuring, installing, and managing data services at the network hardware and software operating systems level. Controls and manages network IP address space, Domain Name System, Network Directory, and messaging services. Manages remote dial-in communications capabilities and remote distributed print services. Implements software patches, security fixes, and tests and validates modified system configurations.

Configuration Management Specialist

Primary Responsibilities: Recommend configuration management solutions that effectively meet customer requirements. Plan and coordinate system configuration activities for timely completion. Maintain configuration management documentations for reference purposes. Develop process improvements to enhance configuration efficiency.

Additional Responsibilities: Determine configuration requirements and develop system configuration procedures. Educate staffs about configuration policies and practices. Assist in developing tools to support daily configuration management activities. Follow and enforce configuration management policies and practices. Analyze and resolve configuration problems in a timely fashion. Communicate configuration discrepancies to Management for immediate resolutions. Assist in designing automation tools to support configuration procedures. Ensure that system configuration is executed in accordance with customer needs. Assist in configuration audits and implement audit recommendations.

Cyber ISR Specialist:

Primary Responsibilities: The contractor shall provide support and coordination across the CICWG for issues associated with Cyber Analytic support and merits thereof (to include: GAANT Chart, Plan of Action and Milestones, Strategic Communications Plan). The contractor shall gather documentation and establish baseline for AF ISR Cyber Analysis architecture, and associated requirements documentation. The contractor shall support the Headquarters functional teams in understanding the mission intelligence analysis requirements and needs of Air Force unique Cyber Mission Teams, Cyber Support Teams, and Cyber Protection Teams. The contractor shall support the coordination of documentation and policy pertaining to analytic tools, vision, prioritization, associated training required, possible Governmental organizational changes and planning. The contractor shall develop guidance and management procedures that employ a more rapid and flexible acquisition and transition of technologies pertaining to Air Force-

unique Cyber Intelligence Analysis to include use of Government methodologies to assess technical readiness levels. The contractor shall assist in the development of an implementation plan for a coherent Cyber-ISR Analytic Support infrastructure.

Data Communications Cabling Technician

Primary Responsibilities: As a Cable Technician you will be responsible for setting up services for our customers which will include inspecting or testing lines or cables, recording and analyzing test results, and assessing transmission characteristics to locate faults or malfunctions. You will access specific areas to string lines or install terminal boxes, auxiliary equipment, or appliances, entering tunnels, trenches, or crawl spaces.

Additional Responsibilities: You will splice cables, using hand tools, epoxy, or mechanical equipment. Also, you will measure signal strength using electronic test equipment.

- String cables between structures and lines
- Install equipment such as amplifiers or repeaters to maintain the strength of communications transmissions
- Lay cable directly in trenches or string it through conduits running through trenches or ceiling crawl spaces or walls
- Responsible for cabling and termination of Cat3, Cat5, Cat6, CATV and various other wiring disciplines
- Testing and troubleshooting wiring problems
- Responsible for running new cabling in new or existing buildings
- Termination and testing of new cabling
- Testing and troubleshooting of cable
- Setting up new telecommunications frames
- Knowledgeable in structured cabling and other advanced technologies

Database Administrator

Primary Responsibilities: The Database Administrator's role is to design, install, monitor, maintain, and performance tune production databases while ensuring high levels of data availability. This individual is also responsible for developing, implementing, and overseeing database policies and procedures to ensure the integrity and availability of databases and their accompanying software.

Additional Responsibilities: Additional responsibilities may include but are not limited to responsibility for defining standards and models for database architectures. The Database Administrator may in addition evaluate and select all technology components, such as software, hardware, and networking capabilities, for database management systems and applications.

Database Management Specialist

Primary Responsibilities: Support development, enhancement and maintenance of multiple datasets. Evaluate datasets for consistency, completeness, accuracy and reasonableness. Interact with customers and other teams to obtain data requirements for new and existing applications.

Additional Responsibilities: Audit data on a regular basis and ensure data integrity. Manage the regular report running schedule and process. Perform data management activities in accordance with customer, company, contract, and regulatory requirements. Develop process improvements for data management activities. Perform data analysis using statistical tools. Generate data reports on periodic basis for management and customers. Identify and correct data entry errors. Record completed data entry forms and requests as needed. Present data management updates at internal and customer meetings. Address any issues, questions and problems in accurate and timely manner. Create a database for storing data dictionaries and troubleshooting problems.

Deployment Technician

Primary Responsibilities: Performs computer room environmental calculations, rack elevations and augmentations and cabling. Responsible for the design, implementation, configuration, and optimization of Cisco routers, switches and firewalls. Responsible for assisting with LAN/WAN optimization devices and for basic configuration and implementation and configuration of server and network storage infrastructure. Troubleshooting network issues associated with installations; assuring CISCO LMS is updated with new hardware. Performing BTU and power calculations for computer room and making recommendations for augmentations. Implementing and configuring network operational/management tools on deployed devices.

Additional Responsibilities: Additional responsibilities can include but are not limited to Installing Network Hardware on a secure enterprise networks including:

- Routers
- Switches
- Servers
- Firewalls
- Network Optimization Devices

Contributes to the development of policies, procedures and guidelines for device management, switch/router deployment, server deployment, network storage deployment and other network devices. Performing technical editing, preparation, creation and/or maintenance of LAN diagrams and network design diagrams using MS Visio. Creating, maintaining and update rack elevations and room layouts using MS Visio. Assisting with a comprehensive photo library of sites and complying with all asset management regulations.

Field Service Technician

Primary Responsibilities: The Field Service Engineer's role is to provide a single point of contact for end-users to receive support and maintenance within the organization's desktop computing environment.

Additional Responsibilities: Additional responsibilities can include but are not limited to installing, diagnosing, repairing, maintaining, and upgrading all PC hardware and equipment to ensure optimal workstation performance. The person will also troubleshoot problem areas (in person, by telephone, or via e-mail) in a timely and accurate fashion, and provide end-user assistance where required. Responsible for assembly, testing, troubleshooting and repair of both standard and special equipment. Develop written and verbal estimates for repair evaluations. Perform equipment calibrations when required.

Functional Analyst

Primary Responsibilities: Applies broad knowledge and experience to complex requirements. Develops, designs and performs feasibility studies and functional systems analysis for complex integrated information management systems.

Additional Responsibilities: Configuration Management Support for complex integrated management systems while maintaining quality assurance; Provide business process re-engineering support such as, but not limited to, design of alternative strategies, development and monitoring of functional tests and assistance in the implementation of solutions; Provide fiscal support as well as security analysis, human factor analysis and data analysis support.

Hardware Engineer

Primary Responsibilities: Maintains digital electrical boards and/or Analog, circuits, components and interconnects. Provides technical and non-technical support and prepares and or validates Bill of Materials (BOM) for new product acquisitions. Develops and implement product designs and provides support to production to ensure compliance to time-frame, quality and cost targets. Manages and monitors efficient deployment of new technologies and systems related to hardware.

Additional Responsibilities: Collaborates with outsourced Validation and Manufacturing partners to ensure timely supply of systems and devices as per specification. Develops electro-mechanical enclosures and packaging to safe-pack products. Evaluate new software and hardware during deployment to ensure smooth functioning of system. Coordinates with client's engineering team and management to ensure efficiency and provides training to junior engineers and supervise work to ensure compatibility and reliability.

Help Desk Customer Service Representative

Primary Responsibilities: Answer staff questions in person and via phone on all company supported applications. Troubleshoot computer problems. Determine source of computer problems (hardware, software, user access, etc.). Advise staff on appropriate action. Serve as liaison between staff and the technology department to resolve issues.

Additional Responsibilities: Additional responsibilities can include but are not limited to performing hardware and software installations as well as providing on-the-job training to new department staff members. Provide computer orientation to new company staff. Work one-on-one with staff on application projects. Provide recommendations on company application purchases. Document resolutions for future reference and other duties as assigned.

Helpdesk Specialist

Primary Responsibilities: Serves as the initial point-of-contact for troubleshooting hardware/software, PC, and printer problems.

Additional Responsibilities: Provides phone and in-person support to users in the areas of e-mail, directories, standard Windows and Macintosh desktop applications. Provide first-level contact and problem resolution for all users with hardware, software and applications problems. Resolve as many user-reported problems as expertise permits using available tools and following procedures and policies for the handling of support cases and use advanced troubleshooting skills. In addition duties may include but are not limited to:

- Courteously obtain and convey concise problem information for external and internal service personnel.
- Provide accurate and timely logging of problems and resolution for problems in the designated problem management database.
- Escalate problems as appropriate following established Help Desk procedures.
- Act as a liaison between customers and internal support staff to assure accurate problem interpretation. Maintain communications with customers during the problem resolution process.
- Utilize superior customer service skills.
- Solve problems on Windows and Macintosh platforms with equal proficiency.
- Provide first line response for users requiring assistance with information technology issues and problems.
- Respond to requests for technical assistance by phone, email and/or using a ticket management system.
- Track issues to resolution updating the internal knowledgebase and/or communicating lessons learned with relevant business units.
- Track user account creation, changes, & deletions.
- Perform password resets and re-certify tokens.
- Maintain, develop and support personal computers, tablets, smart phones, servers, network equipment and common applications.
- Monitor and escalate alerts from Antivirus systems.
- Monitor backup system alerts and escalate errors.
- Support and maintain user accounts including rights, permissions and systems groups.
- Knowledge of the ITIL methodology, change management processes and risk management processes.
- Manage critical incidents
- Escalate more involved problems to the appropriate Tier 2 and Tier 3 support teams.
- Quickly and accurately determine incident scope and impact.
- Follow up on tickets at pre-defined intervals until resolved.
- Update daily status reports and shift handover reports.
- Act as a liaison between customers and technical escalation teams.
- Provide a single view to the organization for information technology related problems.

Information Assurance Analyst

Primary Responsibilities: The Information Assurance Analyst's role is to identify and resolve potential security breaches and vulnerability issues in a timely and accurate fashion. This person will also ensure the secure operation of the organization's computer systems, servers, and network connections.

Additional Responsibilities: Additional responsibilities may include but are not limited to participation in the planning and implementation of enterprise IT system, business operation, and facility defenses against security breaches and vulnerability issues. This individual is also responsible for auditing existing systems, while directing the administration of security policies, activities, and standards. The Information Assurance Analyst will conduct both network and user activity audits where required; determine security needs, develop and implement solutions, and create and enforce security policies. This may also include checking server and firewall logs, scrutinizing network traffic, establishing and updating virus scans, and troubleshooting.

Information Assurance/Security Specialist

Primary Responsibilities: Determines enterprise information and security standards. Develops and implements information assurance/security standards and procedures. Coordinates, develops and evaluates security programs for an organization; recommends information assurance/security solutions to support customers' requirements. Establishes and satisfies information assurance/security

requirements based upon the analysis of user, policy, regulatory and resource demands. Performs analysis, design and development of security features and procedures. Analyzes and defines security requirements for computer systems; and designs, develops engineers and implements solutions that meet security requirements. Provides integration and implementation of the computer system security solution. Ensures that all information systems are functional and secure.

Additional Responsibilities: Additional responsibilities can include but are not limited to analyzing general information assurance-related technical problems and provide basic engineering and technical support in solving these problems. Performs vulnerability/risk analyses of computer systems and applications during all phases of the system development life cycle.

- Provides network systems security support (information assurance, auditing)
- Define requirements for the design, installation and operation of local and wide area networks hardware and software systems
- Assist with the evaluation of commercial- and government-off-the-shelf hardware and software with recommendations to management on the products.
- Conducts audits of Local- and Wide- Area Networks operating in classified and unclassified facilities.
- Assists the Information Assurance Manager (IAM) in developing sanitation and secure data extraction program for media, security incident cleanup plans, system certification testing plan, vulnerability testing, and protection measure procedures.
- Develops and maintains System Security Plans (SSPs) outlining security operating procedures.
- Provides training to user personnel for any systems supported and for any field level upgrades that are performed.
- Knowledge of network troubleshooting/administration, network switching and network equipment, including routing and switching.
- Knowledge of technology network appliance and console software and network design.
- Capability to configure and troubleshoot network equipment, and identifies and resolves hardware/software/network malfunctions.

Information Technology Administrative Specialist

Primary Responsibilities: Prepares documentation to support a SOW or deliverable(s). Provides administrative support such as technical writing, proofreading, technical editing of word processing and other computer-based documents, integration of various sources into a cohesive product which may be delivered as computer-based magnetic media, preparation of graphical and narrative presentation material.

Additional Responsibilities: Sustains network infrastructure, and switching systems in a fixed and/or deployed environment. Sustains and operates systems through effective troubleshooting, repair, diagnostics and system performance analysis. Has advanced knowledge of the fundamentals of computer and network; protocols; equipment configuration; and communication and switching systems principles of operations and technologies. Also, has knowledge of basic troubleshooting procedures, operation and use of test equipment; computer programming techniques; use of technical data, wiring diagrams, and schematic drawings.

Information Technology Security Engineer

Primary Responsibilities: Develops and maintains contingency and disaster recovery plans, incidence detection and reporting and ensures physical and environmental security. Supports certification and accreditation activities such as contingency planning, Incidence Response, Standard Operating Procedures, and updates applicable security documentation. Participates or leads the design, development and implementation of IT security solutions for network, systems and applications. Allocates resources to various security engineering activities.

Additional Responsibilities: Define, review and enforce information security policy, standards and guidelines for business operations and technology implementations

- Identify IT security risks including IT technical implementations or business processes
- Conduct security assessments and audits, penetration testing, forensic IT and incident management
- Coordinate group-wide IT Security matters such as incident response, intrusion detection management and IT Security advisories
- Work together with software development teams to define security objectives and guidelines
- Participate in security project implementations

Information Technology Senior Consultant

Primary Responsibilities: Provides technical expertise in areas of information systems design, software programming and development, information business strategies and system analysis. Coordinates and integrates work across multiple initiatives under development and in production, using the technologies used in the technical platform.

Additional Responsibilities: Respond to incoming calls, emails and pages on user problems. Support with technical issues on platforms and operating environments. Plan and execute Information Technology projects. Conduct on-site analysis, diagnose and resolve complex network problems for end users. Develop business continuity and disaster recovery plans and plan executables. Handle emergency network outages as per business continuity and disaster recovery plans. Engage in information technology risk assessments, IT audits and Sarbanes-Oxley compliance assessments. Offer desktop support and training to faculty and staff. Manage department web pages. Engage in ongoing training and professional development through technology organizations and manages existing projects and task orders through the changes required by the contract. Responsible for delivery management of deliverables within projects, including proper task code reporting usage, resolution among multiple time keeping systems, functional and operational issues management among the project teams. Works with the architects, project managers, team leads, testers and technical writers on all phases of project work to provide guidance concerning solutions, work scheduling, issue analysis and resolution, and delivery of the work, testing procedures and quality control.

Information Technology Specialist

Primary Responsibilities: Provides highly technical and specialized solutions to complex IT problems; Performs analyses and studies; Supports Lead IT Manager and extends technical support to Manufacturing client. Manages network groups and folder permissions. Tracks user help desk tickets, diagnoses issues and resolves on front end support. Maintains user accounts and hardware inventory. Generally involved in the design, operation and maintenance of technology products.

Additional Responsibilities: Communicates project status with clients and management. Performs backups and changes as per company directives. Administers and troubleshoots Windows servers, LAN and components. Handles daily server backups, anti-virus protection, performance tuning and security changes.

Responsibilities of an information technology specialist can include network management, software development and database administration. IT specialists may also provide technical support to a business or an organization's employees and train non-technical workers on the business's information systems. Advanced information technology specialists may design systems and assess the effectiveness of technology resources already in use or new systems that are being implemented. Additionally, they will determine the practicality of changes and modification of systems. IT specialists will also work with external partners, including consultants, agencies and vendors, to arrive at the most appropriate system or integration of multiple systems.

Information Technology Subject Matter Expert (SME)

Primary Responsibilities: Participates in the development of architectural designs; recommends policies, procedures, and associated technical implementation standards; researches, designs, analyzes, develops and enhances new and highly complex infrastructure projects in support of agency information systems; participates in the design and configures infrastructure systems that optimize information access capabilities and ensure the security and integrity of these systems; provides consulting in a technology area, such as IT Security, Network Architecture (including LAN/WAN design), Platform Architecture (including mainframe and desktop hardware and software selection.

Additional Responsibilities: Acts as a consultant to management and individual employees regarding area of expertise including technical leadership and consultation in the areas of architecture and application design, systems programming, system integration, and/or database management or the analysis and development of highly complex technologies affecting multiple infrastructure areas; serves as Subject Matter Expert on various IT project teams; researches and analyzes technology trends and assists in the development of infrastructure technology strategy and standards; troubleshoots existing infrastructure systems to identify errors or deficiencies; recommends and implements software, hardware and configuration changes to improve system performance; participates in defining architecture and technology standards to optimize system performance and integrity; participates in long-term infrastructure technology strategy development and planning.

Local Area Network (LAN) Systems Administrator

Primary Responsibilities: Install, setup, and monitor local area network (LAN). Perform a variety of maintenance, evaluation, installation, and training tasks to ensure LAN performance meets company and user requirements. Administer network workstations, utilizing one or more TCP/IP or non-TCP/IP networking protocols and/or one or more operating systems.

Additional Responsibilities: Additional responsibilities can include but are not limited to: evaluate and/or recommend purchases of computers, network hardware, peripheral equipment, and software; investigate user problems, identify their source, determine possible solutions, test and implement solutions; install, configure, and maintain personal computers, Microsoft Operating Systems or Novell networks or UNIX servers and workstations, file servers, Ethernet networks, network cabling, and other related equipment, devices, and systems; adds or upgrades and configures modems, disk drives, data acquisition boards, CD ROM units, printers, and related equipment; perform and/or oversee software and application development, installation, and upgrades; maintain site licenses for department/organization; plan and implement network security, including building firewalls, applying cryptography to network applications, managing host security, file permissions, backup and disaster recovery plans, file system integrity, and adding and deleting users.

Microsoft Consulting Services:

The Microsoft Team works closely with CLIENT's IT management and senior technical staff providing services as directed by the CLIENT project sponsor ("Project Sponsor") or designated representatives or project managers.

Any required project management needed for the initiatives undertaken within this engagement is performed solely by CLIENT's project managers, using your approved project methodologies. CLIENT's project managers under direction of CLIENT's CIO provide direction to your engineering team, who in turn manage the initiatives of the Microsoft Consultant.

Suggested activities may include:

Enterprise Infrastructure and Application Architectures — Provide high-level architectural design and guidance assistance for Microsoft products and technologies as well as Microsoft and industry recommended practices in support of your planning activities. Assist with development of appropriate technical standards and processes, in conjunction with your architects, to enable greater consistency, ease of integration, simpler maintenance and management.

Knowledge Transfer — Share and transfer knowledge on an informal basis, as your staff is working alongside the Microsoft consultant, on Microsoft technologies, processes, and recommended practices as they will be used within your organization.

Solution Planning and Implementation — Assist with developing strategies and plans to drive the implementation and integration of Microsoft technology-focused solutions into your environment by taking advantage of the Microsoft Solutions Framework (MSF). Assist project management and the solution-development groups by sharing recommended practices for application-lifecycle management, software engineering and corrective actions.

Operational Excellence — Assist with developing principles and processes to improve mission-critical reliability of Microsoft technology-focused solutions by capitalizing on the Microsoft Operations Framework (MOF). Provide assistance to help you create a reliable technical environment within an organization that is appropriately skilled, right-sized, and well-trained. Enable the proper deployment of Microsoft based solutions including internally developed applications.

Program Roadmap – Assist with the development of a high-level implementation plan for the priority initiatives identified in your Microsoft Technology Strategic Plan, with high-level timelines for immediate actions within a 6-month horizon, within a 12-month horizon, and beyond. Within a single initiative or

project, this Program Roadmap may also include recommended development and deployment phasing or scheduling, and a high-level view of the success criteria for each project or initiative. Prepared for Client
Page 4 Staff Augmentation SOW AFISRA Information Technology Architecture and Planning (ITAP)

Microsoft Designated Support Engineer:

Primary Responsibilities: A Designated Support Engineer (DSE) manages problem requests that are submitted to the DSE. DSEs are specialists in their product areas and provide services during normal business hours. DSE can be available 24 hours a day, 7 days a week when support escalations or planned deployments are pre-arranged. Problem requests submitted may require resources from standard product support professionals for resolution, although the DSE retains responsibility for the request. Problem requests may be opened using the standard product support process as described in the Premier support Services Description depending on the availability of the DSE and the severity of the issue.

Microsoft Problem Resolution Support:

Primary Responsibilities: Problem Resolution support provides assistance for problems with specific symptoms encountered while using Microsoft products, where there is a reasonable expectation that the problems are caused by Microsoft products. Problem Resolution Support is available 24 hours a day, 7 days a week. Requests for support may be submitted via telephone or electronically through the Premier online website by a designated contact, except for Severity 1 and A which must be submitted via telephone. Microsoft's streamlined critical situation management process means that critical problems are escalated as high in the Microsoft technical organization as required to help address the problem situation.

Microsoft Support Account Management:

Primary Responsibilities: Support Account Management services are intended to help coordinate the support and services relationship. The Technical Account Manager (TAM) is an advocate within Microsoft and facilitates a team that can provide Workshops, Problem Resolution Support, escalation management and Support Assistance. The TAM facilitates the delivery of all support services and will work with designated Federal personnel over the phone and onsite to help make sure that support requirements are being met. The TAM will also share relevant technical information with the IT staff based on an in-depth understanding of the business and IT infrastructure.

Microsoft Support Assistance:

Primary Responsibilities: Planning and infrastructure support services aim to reduce systems management and support costs by identifying operational risks and addressing potential problems before they occur. These services offer prescriptive advice and guidance on IT issues such as performance concerns, disaster recovery and configuration assistance. Designated Federal personnel will also have access to best practices from Microsoft's internal IT experience supporting critical business systems.

Network Architect

Primary Responsibilities: The Network Architect's role is to strategically develop, implement and maintain the high-level design plan for the overall logical and technical IT architecture. This individual will provide technical leadership and consulting across the organization, from strategic decision making down to the project planning level.

Additional Responsibilities: Additional responsibilities can include but are not limited to ensuring the information systems and networked software architectures adequately support core organizational functions, and assure their high availability. The Network Architect will gain organizational commitment for all high-level infrastructure plans, and initiate and participate in projects to evaluate technologies and methods for implementing these plans.

Network Engineer

Primary Responsibilities: The Network Engineer's role is to ensure the stability and integrity of in-house voice, data, and video and wireless network services. This is achieved by planning, designing, and developing local area networks (LANs) and wide area networks (WANs) across the organization.

Additional Responsibilities: In addition, the Network Engineer will participate with the installation, monitoring, maintenance, support, and optimization of all network hardware, software, and communication links. This individual will also analyze and resolve network hardware and software problems in a timely and accurate fashion, and provide end user training where required. Responsibilities may also include troubleshoot networks, systems, and applications to identify and correct malfunctions and other operational difficulties; develop and conduct various training and instruction for system users on operating systems, relational databases, and other applications; assist users in maximizing use of networks and computing systems; identify utilization patterns and their effect on operation/system availability and performance expectations; anticipate communication and networking problems and implement preventive measures; establish and perform maintenance programs following company and vendor standards; ensure timely user notification of maintenance requirements and effects on system availability; investigate, recommend and install enhancements and

operating procedures that optimize network availability; maintain confidentiality with regard to the information being processed, stored or accessed by the network; and document network problems and resolutions for future reference.

Network Specialist

Primary Responsibilities: Analyze customer requirement to ensure better contribution to development of networking tools. Maintain all telecommunication tools and accessories such as servers and switches. Install, configure and provide support to all networking accessories in different workstations. Identify and resolve all hardware related problem for better performance and detect issues for networking strategies. Monitor systems to oversee firewall and other network related improvement processes. Ensure networking stability and monitor all work regularly.

Additional Responsibilities: Prepare and maintain networking documentation network and cabling layouts. Perform troubleshoot and resolve VOIP systems and VPN related problems. Assist to set up phone base and configuration of various network. Provide update to Microsoft Active Directory on regular basis. Evaluate and perform audit on completion project via usage of Backup Exec. Assist in growth oriented plan and program. Maintain an inventory of IT property and assets. Collect all data in more organized way to ensure better IT documentation process. Maintain modern techniques and methods in computer firms. Implementing new systems, troubleshooting and repairing network issues, as well as developing, applying and enforcing best practices and policies for use of the organization's networks. Must have extensive knowledge of network connectivity, protocols, network security devices, network types, including wireless, fiber optic or Cat5, and common operating systems, such as Windows and UNIX. Troubleshoot calls and e-mails from users of the network. Ability to offer repair instructions remotely, as well as in person. Monitor network access for bottlenecks, security threats or problems with connectivity. Configure and maintain security devices to ensure the safety of software, systems and data.

Network Systems Engineer (Windows):

Primary Responsibilities Attain organization goals through accepting ownership for meeting new as well as different requests. Ensure to explore opportunities to include value to job accomplishments. Facilitate analysis of third party products for incorporating company solutions. Help explain software development procedures. Interpret business processes on assigned projects. Translate business needs in technical requirements and support varied team members to implement solution.

Additional Responsibilities: Ensure to capture system level needs on basis of customer input, marketing inputs and competitive analysis. Perform with cross-functional team and stimulate requirements as well as tradeoffs of complete systems. Explain system architecture parameters inclusive of chip plus software partitioning options. Stimulate internal engineering milestones execution and ensure to attain performance metrics. Infrastructure Maintenance and Administration; planning, provisioning, expansion, restoration, and resource monitoring for Network Storage/Storage Area Networks, administration of backup servers, scheduling and execution of backups, data restoration, process and procedure testing, hardware and provisioning support for desktop and applications, security operations, deliver technical briefings, provide technical documentation and technical diagrams.

Network Systems Administrator (Windows):

Primary Responsibilities Attain organization goals through accepting ownership for meeting new as well as different requests. Ensure to explore opportunities to include value to job accomplishments. Facilitate analysis of third party products for incorporating company solutions. Help explain software development procedures. Interpret business processes on assigned projects. Translate business needs in technical requirements and support varied team members to implement solution.

Additional Responsibilities: Ensure to capture system level needs on basis of customer input, marketing inputs and competitive analysis. Perform with cross-functional team and stimulate requirements as well as tradeoffs of complete systems. Explain system architecture parameters inclusive of chip plus software partitioning options. Stimulate internal engineering milestones execution and ensure to attain performance metrics. Infrastructure Maintenance and Administration; planning, provisioning, expansion, restoration, and resource monitoring for Network Storage/Storage Area Networks, administration of backup servers, scheduling and execution of backups, data restoration, process and procedure testing, hardware and

provisioning support for desktop and applications, security operations, deliver technical briefings, provide technical documentation and technical diagrams.

Operations Manager

Primary Responsibilities: Manage and direct operations team to achieve business targets. Assist in developing or updating standard operating procedures for all business operational activities. Build strong relationship by addressing customer issues and complaints in a timely manner. Supervise the operational and functional requirements for the entire facility. Monitors activity of Systems Administrator and Network Operators. Oversees IT Network quality, connectivity, availability, deliverables and performance and recommends course corrections in order to improve systems. Capable of building, editing and supervising the development of Risk Management Plans, Communications Management Plans, Earned Value Management reporting, and Stakeholder Involvement Plans that reinforce the IT management framework of organizations.

Additional Responsibilities: Assists in employee appraisals, promotions, compensation and termination based on the performance review. Provide operational support and guidance to staff. Assists in developing operating and capital budgets. Monitors and controls expenses according to allotted budgets. Assists in interviewing, recruiting and training candidates. Manages work assignment and allocation for staff.

- Conducts performance review and provide performance feedback to staff.
- Maintains accurate and clear documentation for operational procedures and activities.
- Works in compliance with company policies and procedures.
- Ensures team follows standard operating procedures for all operational functions.
- Conducts regular meetings with team to discuss about issues, concerns, updates etc.
- Supports operational risk and audit process for the purpose of preventive maintenance.
- Responsible for data entry, accounts payable, payroll, grant report entry, managing HR, helping and creating organizational and program budgets in collaboration with executives and other management.
- Improves the operational systems, processes and policies in support of organizations mission.
- Supports better management reporting, information flow and management, business process and organizational planning.
- Manages and increase the effectiveness and efficiency of Support Services (HR, IT and Finance), through improvements to each function as well as coordination and communication between support and business functions.
- Plays a significant role in long-term planning, including an initiative geared toward operational excellence. Invoices to funding sources, including calculation of completed units of service. Payroll management, including tabulation of accrued employee benefits.

Principal Systems Architect

Primary Responsibilities: Interact with organization senior management to impact solutions for all enterprise business requirements. Guide architectural focus teams as prime subject-matter expert in expertise segment. Train and coach team members on latest or new technologies in expertise area.

Additional Responsibilities: Attain organization goals through accepting ownership for meeting new as well as different requests. Ensure to explore opportunities to include value to job accomplishments. Facilitate analysis of third party products for incorporating company solutions. Help explain software development procedures. Interpret business processes on assigned projects. Translate business needs in technical requirements and support varied team members to implement solution. Ensure to capture system level needs on basis of customer input, marketing inputs and competitive analysis. Perform with cross-functional team and stimulate requirements as well as tradeoffs of complete system. Explain system architecture parameters inclusive of chip plus software partitioning options. Stimulate internal engineering milestones execution and ensure to attain performance metrics. Infrastructure Maintenance and Administration; planning, provisioning, expansion, restoration and

resource monitoring for Network Storage / Storage Area Networks, administration of backup servers, scheduling and execution of backups, data restoration, process and procedure testing, hardware and provisioning support for desktop and applications, security operations, deliver technical briefings, provide technical documentation and technical diagrams, The ability to define reference architectures, develop written specifications, install and configure the underlying technologies independently, develop, document and execute test cases, make recommendations supported by findings, develop and execute operational readiness tests, and fully document the configurations, tests, results and recommendations. Review proposed project implementations for adherence to Architecture Standards, and write Architecture Reviews and Recommendations based on findings.

Programmer

Primary Responsibilities: Perform a variety of programming assignments requiring knowledge of established programming procedures and data processing requirements. Maintain and modify programs.

Additional Responsibilities: Additional responsibilities can include but are not limited to: code, test and troubleshoot programs utilizing the appropriate hardware, database, and programming technology; refine data and format final product. Maintain and modify programs; make approved changes by amending flow charts, develop detailed programming logic, and coding changes; test and develop programming modifications; write new program code using prescribed specifications; evaluate simple interrelationships between programs such as whether a contemplated change in one part of a program would cause unwanted results in a related part; analyze performance of programs and take action to correct deficiencies based on consultation with users and approval of supervisor; confer with users to gain understanding of needed changes or modifications of existing programs; resolve questions of program intent, data input, output requirements, and inclusion of internal checks and controls; write and maintain programming documentation; analyze Microsoft or UNIX client/server and micro-computer based software solutions compatibility with company requirements; maintain confidentiality with regard to the information being processed, stored or accessed; document programming problems and resolutions for future reference; assist personnel of other departments as a computer resource; and perform other duties assigned.

Program Analyst:

Primary Responsibilities: Program Analyst supporting DHS Immigration and Customs Enforcement OCIO, working on an Agile software development lifecycle project to implement and deploy source code and database enhancements to close system and process vulnerabilities identified by the GAO

- Participate in daily Scrum activities with the Scrum Master, Product Owners, and Development Teams, reporting to the Federal ITPM (Acted as SM/PM/Government POC when necessary)
 - User Story and Issue/Bug/Technical Task tracking using Atlassian JIRA for Agile
 - Perform technical task decomposition and manage schedule/performance/risk factors
- Lead a team tasked with Continuous Integration, SLM documentation, configuration management, and process improvement
 - Coordinate Jenkins/SVN builds and release planning with O&M team in parallel
 - Provide support to Java EE (Struts) & PL/SQL application framework
 - Generate process for analysis and data modeling diagrams for designing a reporting database using Tableau, Informatica PowerCenter, and Oracle 11g as target RDBMS
 - Investigate Kerberos single sign-on for integration of reporting application
 - Manage an ICE Privacy request for use of production data containing PII/LEI
- Produce and aggregate all release documentation including Notice of Intent to Release, System Design Document, Dev/Test Plan & Dev/Test Analysis Report, Version Description Document, CCB approvals, Quality Assurance Surveillance Plan, and Burndown Charts

Conduct DHS Section 508 Compliance testing and remediation of all affected JSPs by the Dev team using Web Accessibility Toolkit and Microsoft Windows Inspect Objects SDK

Program Manager

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

Additional Responsibilities: Additional responsibilities can include but are not limited to developing and directing the implementation of goals, objectives, policies, procedures and work standards where applicable for the assigned program; interprets and complies with all applicable federal and state regulations; monitors and directs or performs day-to-day operations of the assigned program to ensure that policies and procedures are being followed, that goals and objectives are met, and that services and projects are being accomplished efficiently and effectively; takes corrective action as necessary and, where subordinates are present, may relieve them of the most difficult, sensitive or controversial projects within the program; develops and monitors the program's budget; oversees financial well-being of the program by analyzing cost effectiveness and exercising cost controls; prepares, submits and justifies budget enhancement requests to the organizational director; plans, organizes, administers, reviews and evaluates the work of subordinate professional, technical, support and operational staff where present, through subordinate supervisors and lead workers; provides for the selection, training, professional development and work evaluation of subordinate staff and makes recommendations on hiring, termination, promotion and discipline as required; monitors and stays abreast of technological, legal and operational changes that affect the activities and work processes of the program; makes recommendations for and develops and carries out improvements to the program to meet changing mission parameters and requirements; prioritizes and allocates available program resources; reviews and evaluates program and service delivery, makes recommendation for and executes changes in operations to ensure maximum effective service provision; assists in developing new program function elements, including researching, compiling and analyzing supporting data; performs complex administrative duties requiring oversight, attention to detail and analysis; performs strategic planning and financial analysis, including assisting in preparation of specialized program and project budgets to include staffing and operational needs; negotiates, develops, monitors and administers a variety of contracts and agreements; and develops systems and maintains records that provide for the proper evaluation, control and documentation of assigned activities; prepares a variety of written correspondence, reports, procedures, directives and other materials.

Project Manager

Primary Responsibilities: The Project Manager organizes and manages resources in such a way that these resources deliver all the work required to complete an IT project within defined scope, time, and cost constraints. Projects are generally temporary and one-time endeavors undertaken to create a unique product or service that brings about beneficial change or added value to the organization.

Additional Responsibilities: Additional responsibilities may include but are not limited to managing the daily activities of the project, and meeting with project stakeholders; take lead role and work with project stakeholders to develop: WBS and Schedule, Project Standards, Change Control Plan, Resource and Staffing Plan, Budget Plan, Risk Management Plan, and Communication Plan, as well as Review Project Methodology and approach. The Project Manager will present the project plans to project stakeholders and obtain approval; develop, implement and monitor all project plans, adjusting as necessary to resolve conflicts and incorporate changes; identify and select team members needed to complete project tasks; participate in the development of Request for Proposal and selection technical vendors or contract staff. The Project Manager will also be responsible for conducting meetings and leading project activities; communicate performance expectations to each team member and resolve performance issues, conduct team status meetings, communicate project status and issues to project stakeholders, conduct meetings, and document business requirements.

Quality Assurance Specialist

Primary Responsibilities: The Quality Assurance Specialist supports the technical relationship with customers and Co-manufacturing sites on existing products. Works directly with customers (and sales, customer service) and internal resources in obtaining requested information, problem resolution, and identifying opportunities for improvement.

Additional Responsibilities

- Performs internal supplemental audits of a technical discipline to verify that facility records (e.g., equipment, training files) are in conformance to applicable SOP and regulatory requirements.
- Ensures systems used in QA are properly maintained (e.g., QA audit records, training records).
- Performs protocol, data, report, and in-lab phase inspections in a technical discipline to verify conformance to applicable SOP and regulatory requirements.
- Evaluates responses to inspection reports and performs follow-up with respondents, management, or others, if needed, to ensure resolution.
- Notifies management of quality/compliance trends and service failures.
- Monitor regulatory and industry trends/actions and report regularly to QA management.
- Research and write white papers providing recommendations for QA management.
- Facilitates changes to SOPs, policies, training materials, and other documents for a technical discipline.
- Mentors co-workers and internal customers with interpretation of regulatory requirements, SOP requirements, and other guidance documents, as applicable.
- Assists and/or hosts during regulatory inspections.
- Provide supervisor support on selected, large-scope projects involving data collection and / or research small scope individual topics drafting recommendations to QA management.
- Develops and implement appropriate verification programs and systems at co-manufacturing sites.
- Interfaces with Co-manufacturing QA/QC/Manufacturing and Sales or Customer Service (or other groups) in problem resolution, and continual improvement.
- Provides advanced assistance to host by establishing client contact.
- Performs gap analysis of quality and analyzes monthly trending reports of key quality indicators for co-manufacturing sites to ensure continuous quality improvement.

Security Specialist

Primary Responsibilities: The Security Specialist will be experienced in all aspects of Security both physical and electronic. Has extensive experience in the specific Security disciplines(s) described in an actual SOW. The Security Specialist will demonstrate good oral and written communication skills. They will provide highly technical and specialized guidance and solutions to complex security problems and perform analyses and studies. The Security Specialist prepares reports and gives presentations to management and if required will work independently or as a member of a team. They plan, coordinate, and implement security measures for information systems to regulate access to computer data files and prevent unauthorized modification, destruction or disclosure of information.

Additional Responsibilities:

- Train users and promote security awareness to ensure system security and improve server and network efficiency.
- Develop plans to safeguard computer files against accidental or unauthorized modification, destruction, or disclosure and to meet emergency data processing needs.
- Confer with users to discuss issues such as computer data access needs, security violations, and programming changes.
- Monitor current reports of computer viruses to determine when to update virus protection systems.
- Modify computer security files to incorporate new software, correct errors, or change individual access status.
- Coordinate implementation of computer systems plan with establishment personnel and outside vendors.
- Monitor use of data files and regulate access to safeguard information in computer files.
- Perform risk assessments and execute tests of data processing systems to ensure functioning of data processing activities and security measures.
- Encrypt data transmissions and erect firewalls to conceal confidential information as it is being transmitted and to keep out tainted digital transfers.
- Document computer security and emergency measures policies, procedures, and tests.
- Review violations of computer security procedures and discuss procedures with violators to ensure violations are not repeated.

- Maintain permanent fleet cryptologic and carry-on direct support systems required in special land, sea surface and subsurface operations.

Software Engineer

Primary Responsibilities: The Software Developer's role is to design, execute, assess, and troubleshoot software programs and applications. This includes configuring, coding, developing, and documenting software specifications throughout the project life cycle.

Additional Responsibilities: The Software Developer will also oversee system startups in a timely and accurate fashion, and provide support to other departments where required.

Software Security Engineer:

Primary Responsibilities: Research solutions to challenging cyber security and computer networking problems. Design, implement and unit test software solutions. Architect and design IP networks. Identify and evaluate security strengths and weaknesses.

Additional Responsibilities: Give presentations to customers. Interact with customers to identify new problems to solve. Identify, create, and propose new research projects. May lead a team of like professionals. Understand and adhere to all LGS Ethical and Compliance policies. Proactively ensure a safe work environment and adhere to LGS EH&S policies and procedures. Perform other duties as required. Obtain/retain a government security clearance at the level to perform the job. Broad computer science and networking background, including broad knowledge in IP networking, cyber security and software development. Strong software development skills and demonstrated experience in current languages such as JAVA, C++, Python, Ruby, PHP, Javascript, etc. Architecture and design of secure communications networks, both conventional and wireless (e.g., PSTN, ISP, UMTS, LTE). Knowledge of Microsoft software applications and other software applications as required

Subject Matter Expert

Primary Responsibilities: Performs as a consultant in a highly specialized, leading edge information technologies and methodologies; Provides highly technical and specialized guidance concerning automated solutions to complex information processing problems; Performs elaborate analysis and studies; Prepare reports and gives presentations; Works independently or as a member of a team; May serve as a Contractor Task Order Project Manager. The SME understands, articulates and implements best practices related to their area of expertise. Depending on the work environment, the SME may lead or be an active participant of a work-group with the need for specialized knowledge. The SME provides guidance on how their area of capability can resolve an organizational need and actively participates in all phases of the Software and Hardware development life cycle.

Additional Responsibilities:

- SME must cultivate and maintain effective working relationships with a variety of stakeholders, including end users, project managers, engineers and senior staff members.
- The SME position involves actively participating in multiple work-groups at one time, and disseminating information across all levels of the organization.
- The SME must be articulate and communicate information effectively to diverse audiences and translates subject matter terminology into business terms and recommends alternatives to both senior management and end users.

Storage Area Network Engineer

Primary Responsibilities: The Storage Engineer's role is to plan, design, and analyze the organization's storage infrastructure, while ensuring high levels of data quality and availability. The Storage Engineer is also responsible for capacity planning, backup and restore process design, performance analysis, and developing data disaster recovery plans.

Additional Responsibilities: Additional responsibilities can include but are not limited to developing, implementing, and overseeing policies and procedures to ensure consistent storage provisioning and

uptime. The Storage Engineer's role will also be to plan, design, sustain, and performance-tune storage environments across the organization, while ensuring confidentiality, integrity and availability of information. This individual is also responsible for developing, implementing, and overseeing policies and procedures to ensure storage provisioning and maintenance that is consistent with company goals and objectives.

Storage Area Network (SAN) Systems Administrator

Primary Responsibilities: The System Administrator will be able to support Storage Area Network (SAN) and related firmware upgrades. The System Administrator can administer and track lifecycle management requirements, to include warranty administration and vendor technical support. The SAN System Administrator can provide storage server virtualization and disk space management SAN presence and utilization. The SAN System Administrator can be the technical lead for system interfaces supporting of COOP / Disaster Recovery tasks, and augment SAN support capability through organic team training. Training can include a range of Physical/Virtual SAN platforms, which include Network Storage Service. The System Administrator can perform storage performance analyses and from there determine how to deliver High Availability through redundant fabric designs, storage replication, dynamic failover protection, traffic re-routing, and server clustering enable SANs to provide enterprise-class availability to supported systems servers and users. The SAN System Administrator can perform tasks to optimize removal of backup and recovery traffic from the LAN, reduce storage congestion, and improve backup windows to efficiently utilize storage resources. The SAN System Administrator can also support daily configuration and administration of systems supporting the user community. The SAN System Administrator can apply Tier I, Tier II and III IT

infrastructure corrective and adaptive maintenance actions, monitor security and vulnerability reports and notifications and act upon these to deter and protect the information systems architecture.

Additional Responsibilities:

- Provision storage from SAN to server
- Plan and manage growth requirements for the SANs and product license
- Expand SAN fabric on SAN switches to new servers as needed
- Ensure replication between production and COOP sites is set at proper timing intervals
- Update corresponding sections to the Continuity of Operations (COOP) and Disaster Recovery (DR) plans
- Maintain STIG requirements for SANs and Linux
- 24x7 support for deployments that will require SAN resources

System Administrator:

Primary Responsibilities: The System Administrator (SA) is responsible for effective provisioning, installation/configuration, operation, and maintenance of systems hardware and software and related infrastructure. This individual participates in technical research and development to enable continuing innovation within the infrastructure. This individual ensures that system hardware, operating systems, software systems, and related procedures adhere to organizational values, enabling staff, volunteers, and Partners.

Additional Responsibilities: This individual will assist project teams with technical issues in the Initiation and Planning phases of our standard Project Management Methodology. These activities include the definition of needs, benefits, and technical strategy; research & development within the project life-cycle; technical analysis and design; and support of operations staff in executing, testing and rolling-out the solutions. Participation on projects is focused on smoothing the transition of projects from development staff to production staff by performing operations activities within the project life-cycle. This individual is accountable for the following systems: Linux and Windows systems that support GIS infrastructure; Linux, Windows and Application systems that support Asset Management; Responsibilities on these systems include SA engineering and provisioning, operations and support, maintenance and research and development to ensure continual innovation.

System Engineer (UNIX):

Primary Responsibilities: Attains organization goals through accepting ownership for meeting new as well as different requests. Explores and concludes analyses of alternatives in support of specialized UNIX Platforms and Clusters. Facilitate analysis of third party products for incorporating company solutions with the application of Secure Shell scripting and UNIX zoning methodologies.

Additional Responsibilities: Help explain software development procedures and interprets business processes of assigned projects through the application of UNIX engineering and design techniques within SUN Solaris/ Oracle environments. Translates business needs in technical requirements and support varied team members to implement solution. Ensures to capture system level needs on basis of customer input, marketing inputs and competitive analysis. Performs with cross-functional team and stimulates requirements as well as tradeoffs of complete system. Explain system architecture parameters inclusive of chip plus software partitioning options. Stimulate internal engineering milestones execution and ensure to attain performance metrics; provisioning support for desktop and applications, security operations, deliver technical briefings, provide technical documentation and technical diagrams.

Systems Architect

Primary Responsibilities: The Systems Architect designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Ensures that the systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnections (OSI) and International Standards Organization (ISO) reference models, and profiles of standards – such as Institute of Electrical and Electronic Engineers (IEEE) Open Systems Environment (OSE)

reference mode and as they apply to the implementation and specification of Information Management (IM) solution of the application platform, across the application program interface (API), and the external environment/software application. Ensures that the common operating environment is TAFIM compliant, evaluates and analytically and systematically problems of workflows, organization, and plans and develops appropriate corrective action. Senior level supervisor provides daily supervision and direction to staff.

Additional Responsibilities:

- Interfacing with the user(s) and sponsor(s) and all other stakeholders in order to determine their (evolving) needs.
- Generating the highest level of system requirements, based on the user's needs and other constraints such as cost and schedule.
- Ensuring that this set of high level requirements is consistent, complete, correct, and operationally defined.
- Performing cost-benefit analyses to determine whether requirements are best met by manual, software, or hardware functions; making maximum use of commercial off-the-shelf or already developed components.
- Developing partitioning algorithms (and other processes) to allocate all present and foreseeable requirements into discrete partitions such that a minimum of communications is needed among partitions, and between the user and the system.
- Partitioning large systems into (successive layers of) subsystems and components each of which can be handled by a single engineer or team of engineers or subordinate architect.
- Interfacing with the design and implementation engineers and architects, so that any problems arising during design or implementation can be resolved in accordance with the fundamental design concepts, and user needs and constraints.
- Ensuring that a maximally robust design is developed.
- Generating a set of acceptance test requirements, together with the designers, test engineers, and the user, which determine that all of the high level requirements have been met, especially for the computer-human-interface.
- Generating products such as sketches, models, an early user guide, and prototypes to keep the user and the engineers constantly up to date and in agreement on the system to be provided as it is evolving.
- Ensuring that all architectural products and products with architectural input are maintained in the most current state and never allowed to become obsolete.

Systems Developer

Primary Responsibilities: Develops codes, tests, and debugs new software or enhancements to existing software. Performs maintenance on existing software products and contributes knowledge of business applications. Writes programs accordingly to specifications needed. Works with the technical staff to understand problems had with software and then resolves them. Resolves customer complaints with the software and responds to suggestions for improvements and enhancements. Also, assists in the development of software user manuals. Senior level supervisors provide daily supervision and direction to staff.

Additional Responsibilities:

- Provide technical expertise and recommendations in assessing new IT software projects and initiatives to support and enhance existing systems.
- Make recommendations on custom applications.
- Identify opportunities that can improve efficiency of business processes.
- Investigate and resolve application functionality related issues and provide first level support and troubleshooting of existing systems
- Capable of coordinating application development for multiple projects.
- Assists in troubleshooting software application issues.
- Assists in managing an outsource relationship for 3rd party application development and programming consultants.
- Assists network administrator with application installation and testing.
- Troubleshoot technical issues and identify modifications needed in existing applications to meet changing user requirements.

- Analyze data contained in the corporate database and identify data integrity issues with existing and proposed systems and implement solutions.
- Provides assistance and advice to business users in the effective use of applications and information technology.
- Provide database administration in live and test environments.
- Write technical procedures and documentation for the applications including operations, user guide, etc.
- Produce technical documentation for new and existing applications.
- Verify database and data integrity.
- Participate in meetings with the IT network team to discuss progress and issues to be resolved, and report progress on a weekly basis to the customer.
- Participate on IT project steering committees and be involved in the design phase of any new IT software development projects.
- Assist in the creation of the system design and functional specifications for all new development projects.
- Serve as a liaison and facilitator between all business units to assist in addressing and resolving IT software issues.

Systems Engineer

Primary Responsibilities: The Systems Engineer's role is to ensure the stability, integrity, and efficient operation of the in-house information systems that support core organizational functions.

Additional Responsibilities: This is achieved by monitoring, maintaining, supporting, and optimizing all networked software and associated operating systems. The Systems Engineer will apply proven communication, analytical, and problem-solving skills to help identify, communicate, and resolve issues in order to maximize the benefit of IT systems investments.

Technical Support Specialist

Primary Responsibilities: Sustains network infrastructure, cryptographic equipment, and deployable switching systems in a fixed and deployed environment. Sustains and operates systems through effective troubleshooting, repair, diagnostics and system performance analysis. Has advanced knowledge of the fundamentals of computer and network; protocols; cryptographic techniques and equipment configuration; and communication and switching systems principles of operations and technologies. Also, knowledge of basic troubleshooting procedures, operation and use of test equipment; computer programming techniques; use of technical data, wiring diagrams, and schematic drawings. **Additional Responsibilities:** Plans, organizes and directs sustainment activities. Establishes work standards, methods and controls for preventative, scheduled, and unscheduled maintenance actions. Determines extent and economy of repair of malfunctioning equipment. Ensures compliance with technical data, instructions, and work standards. Interprets malfunctions and prescribes corrective action. Serves on, or directs inspection teams organized to evaluate base or command sustainment programs. Reviews technical instructions, plans, and installation drawings to install systems. Ensures conformance to standard installation practices. Plans and schedules communications and related equipment installations. Resolves installation and maintenance discrepancies using applicable directives, diagrams and installation systems records. Inventories project and work order materials. Initiates and conducts system verification tests to assess the capability and effectiveness of networks and communications systems. Maintains, inspects and tests assigned systems. Coordinates with commercial service providers and depots to conduct tests of system components and assemblies to isolate faults. Removes, repairs, replaces and restores systems or subsystems. Performs organizational-level sustainment on assigned systems. Establishes priorities and schedules repair actions. Isolates malfunctions using troubleshooting techniques, diagnostic software, technical data, block diagrams, voltage and waveform measurements, and other tests requiring specialized test equipment. Repairs computer network systems and associated peripheral equipment. Test components using bench mockups and related test equipment

Telecommunications Engineer

Primary Responsibilities: Responsible for managing and administering entire telecommunications infrastructure and its associated software, including PBXs, call management systems, voice mail, interactive voice response, and video conferencing systems.

Additional Responsibilities:

- Develop long range telecommunications development plans in accordance with stated business strategy
- Design and oversee telecommunications projects with a goal to improving or expanding the current infrastructure
- Develop, implement, and maintain policies, procedures, and training plans for telecommunication systems administration and appropriate use
- Work with end users to establish service level agreements based on user requirements
- Assess need for any system reconfigurations, make recommendations, and execute them as required
- Conduct research on emerging products, services, protocols, and standards in support of telecommunications equipment procurement and development efforts
- Interact and negotiate with vendors, outsourcers, and contractors to secure communications products and services in a timely and professional manner
- Administer all contracts for telecommunications equipment and services
- Administer add, move, and change requests from end users as well as new line installations as required
- Monitor and identify capacity and performance issues for telecommunications traffic to ensure continued, uninterrupted operation of telecommunications systems
- Generate telecommunications usage and inventory reports as required
- Conduct testing and development of disaster recovery plans to detect faults, minimize malfunctions, and backup systems.

Test Engineer

Primary Responsibilities: Tests technical products for an organization to ensure proper functionality before the product is used or sold. Prepares reports regarding all the changes that are required. Tests all the aspects and features of that product and make reports for the manufacturing engineers. Conducts comparative studies and tests on the materials that are being used in the manufacturing and they have to ensure that the materials are safe.

Additional Responsibilities:

- Supports research and development of test and evaluation strategy, policy, practices, procedures and implements direction and guidance
- Draft and coordinate test and evaluation strategies, master plans, test plans and test reports
- Support development of test metrics (e.g., critical technical parameters, Measures of Effectiveness, Measures of Performance, Critical Operational Issues, etc).
- Identify, maintain and schedule test resources (e.g., facilities, ranges, equipment, material, etc) as well as lead and/or support test preparation, execution, data collection, analysis and reporting

Web Architect

Primary Responsibilities: The Web Architect's role is to construct and implement the technical design for the organization's presence on the Internet. This includes the selection of Web applications' hardware and software platforms, developing site navigation, and designing an application framework.

Additional Responsibilities: The Web Architect is also responsible for ascertaining system volume and analyzing traffic patterns. This individual is sometimes responsible for creating original Web site content. Exceptional knowledge of various Web development languages is required.

Web Content Developer/Manager

Primary Responsibilities: The Web Content Developer/Manager's role is to build the operations end of the organization's Web sites and keep them running smoothly.

Additional Responsibilities: This includes designing, building, and implementing new Web pages and sites; integrating sites with back end applications; migrating legacy applications to the Web; and performing day-to-day administration of the organization's Web portfolio. Provides application development and technical support for internal and external Webs; develops Web pages and applications for customers; collaborates with graphic artists to develop Web page graphics that support interactive, marketing focused content; provides technical consultation in new systems development,

new package evaluations and enhancements of existing systems; prepares functional specifications from which programs will be written, then designs, codes, tests, debugs and documents programs; participates in the technical design, development, testing, implementation and maintenance of Web site enhancements; plans, schedules and conducts systems tests, monitors test results, and takes appropriate corrective action; may prepare technical user guides. Use of a variety of Web development languages is required.

Web Designer

Primary Responsibilities: The Web Designer's role is to coordinate the planning, maintenance, and accessibility of Web site content in a way that ensures the consistency of the Web site's look and feel.

Additional Responsibilities: This individual is also responsible for creating some original Web site content. Understanding of a variety of Web development languages is required. Designs and builds Web pages using a variety of graphics software applications, techniques, and tools; designs and develops user interface features, site animation, and special-effects elements; designs the Website to support the customer's strategies and goals relative to external communications; contributes to the Web design group's efforts to specify, improve, and implement the look, feel, and function of online projects; interfaces directly with customers, users, graphic artists, and Web software developers.

USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS

PREAMBLE

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

COMMITMENT

To actively seek and partner with small businesses.

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

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

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

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

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

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

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in ordering activity contracts. To accelerate potential opportunities please contact **Matthew Bucholz, 202-434-8959, mbucholz@FederatedIT.com.**

BEST VALUE BLANKET PURCHASE AGREEMENT FEDERAL SUPPLY SCHEDULE

(Insert Customer Name)

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

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

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

Signatures

Ordering Activity Date Federated IT Inc. Date

BPA NUMBER _____

(CUSTOMER NAME) BLANKET PURCHASE AGREEMENT

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

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

MODEL NUMBER/PART NUMBER *SPECIAL BPA DISCOUNT/PRICE

(2) Delivery:

DESTINATION DELIVERY SCHEDULES / DATES

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

(4) This BPA does not obligate any funds.

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

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

OFFICE POINT OF CONTACT

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

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

- (a) Name of Contractor;
- (b) Contract Number;
- (c) BPA Number;
- (d) Model Number or National Stock Number (NSN);
- (e) Purchase Order Number;
- (f) Date of Purchase;

(g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and

(h) Date of Shipment.

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

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

BASIC GUIDELINES FOR USING "CONTRACTOR TEAM ARRANGEMENTS"

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

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

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

Participation in a Team Arrangement is limited to Federal Supply Schedule Contractors.

Customers should refer to FAR 9.6 for specific details on Team Arrangements.

Here is a general outline on how it works:

- The customer identifies their requirements.

- Federal Supply Schedule Contractors may individually meet the customers needs, or -

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

- Customers make a best value selection



July 1st 2016

SERVICE PROPOSED (e.g. Job Title/Task)	Level	PRICE OFFERED TO GSA (including IFF)
Applications Developer	Level 1	\$119.26
	Level 2	\$140.30
	Level 3	\$165.08
	Level 4	\$189.83
	Level 5	\$218.32
Applications Engineer	Level 1	\$72.03
	Level 2	\$81.19
	Level 3	\$90.18
	Level 4	\$100.78
	Level 5	\$134.61
Business Process Reengineering Specialist	Level 1	\$102.16
	Level 2	\$120.18
	Level 3	\$141.40
	Level 4	\$166.35
	Level 5	\$195.70
Business Subject Matter Expert (SME)	Level 1	\$78.78
	Level 2	\$92.68
	Level 3	\$109.04
	Level 4	\$128.28
	Level 5	\$150.91
Business Systems Analyst	Level 1	\$69.97
	Level 2	\$81.47
	Level 3	\$91.26
	Level 4	\$103.32
	Level 5	\$113.82
Communications Specialist	Level 1	\$71.80
	Level 2	\$84.48
	Level 3	\$99.38
	Level 4	\$114.28
	Level 5	\$131.44
Communications/Network Engineer	Level 1	\$82.58
	Level 2	\$97.16
	Level 3	\$114.31
	Level 4	\$134.48
	Level 5	\$154.66
Communications Technician	Level 1	\$69.28
	Level 2	\$79.82
	Level 3	\$91.53
	Level 4	\$103.67
	Level 5	\$116.49
Configuration Management Specialist	Level 1	\$74.03
	Level 2	\$87.09
	Level 3	\$102.47
	Level 4	\$117.84
	Level 5	\$135.52

SERVICE PROPOSED (e.g. Job Title/Task)	Level	PRICE OFFERED TO GSA (including IFF)
Cyber ISR Specialist	Level 1	\$56.76
	Level 2	\$68.93
	Level 3	\$81.09
	Level 4	\$93.26
	Level 5	\$105.42
Data Communications Cabling Technician	Level 1	\$65.05
	Level 2	\$76.54
	Level 3	\$90.06
	Level 4	\$103.56
	Level 5	\$119.10
Database Administrator	Level 1	\$71.44
	Level 2	\$81.80
	Level 3	\$93.19
	Level 4	\$104.58
	Level 5	\$117.00
Database Management Specialist	Level 1	\$73.47
	Level 2	\$86.41
	Level 3	\$101.67
	Level 4	\$116.92
	Level 5	\$134.46
Deployment Technician	Level 1	\$59.90
	Level 2	\$70.46
	Level 3	\$81.03
	Level 4	\$93.20
	Level 5	\$107.18
Designated Support Engineer	Level 1	\$168.71
	Level 2	\$204.85
	Level 3	\$241.00
	Level 4	\$277.16
	Level 5	\$313.32
Field Service Technician	Level 1	\$53.84
	Level 2	\$60.69
	Level 3	\$66.27
	Level 4	\$79.59
Functional Analyst	Level 1	\$94.26
	Level 2	\$110.90
	Level 3	\$130.47
	Level 4	\$150.04
	Level 5	\$172.54
Hardware Engineer	Level 1	\$72.92
	Level 2	\$85.79
	Level 3	\$99.34
	Level 4	\$114.23
	Level 5	\$131.37
Help Desk Customer Service Representative	Level 1	\$36.24
	Level 2	\$43.48
	Level 3	\$50.74
	Level 4	\$56.94

SERVICE PROPOSED (e.g. Job Title/Task)	Level	PRICE OFFERED TO GSA (including IFF)
Helpdesk Specialist	Level 1	\$53.03
	Level 2	\$60.98
	Level 3	\$70.13
	Level 4	\$80.66
	Level 5	\$92.76
Information Assurance Analyst	Level 1	\$72.36
	Level 2	\$82.95
	Level 3	\$94.84
	Level 4	\$112.54
	Level 5	\$140.31
Information Assurance/Security Specialist	Level 1	\$88.95
	Level 2	\$100.37
	Level 3	\$115.42
	Level 4	\$132.73
	Level 5	\$152.66
IT Administrative Specialist	Level 1	\$60.44
	Level 2	\$71.10
	Level 3	\$83.65
	Level 4	\$96.20
	Level 5	\$110.62
Information Technology Security Engineer	Level 1	\$63.07
	Level 2	\$72.53
	Level 3	\$83.41
	Level 4	\$95.92
	Level 5	\$110.31
Information Technology Senior Consultant	Level 1	\$102.16
	Level 2	\$120.18
	Level 3	\$141.40
	Level 4	\$166.35
	Level 5	\$195.70
Information Technology Specialist	Level 1	\$85.43
	Level 2	\$100.50
	Level 3	\$130.88
	Level 4	\$153.98
	Level 5	\$177.08
Information Technology Subject Matter Expert (SME)	Level 1	\$111.56
	Level 2	\$131.26
	Level 3	\$154.42
	Level 4	\$177.58
	Level 5	\$204.21
Local Area Network (LAN) Systems Administrator	Level 1	\$60.06
	Level 2	\$74.12
	Level 3	\$82.94
	Level 4	\$92.14
	Level 5	\$100.56
Microsoft Consulting Services	Level 1	\$168.29
	Level 2	\$204.36
	Level 3	\$240.42
	Level 4	\$276.49
	Level 5	\$312.55

SERVICE PROPOSED (e.g. Job Title/Task)	Level	PRICE OFFERED TO GSA (including IFF)
Microsoft Premier Support	Level 1	\$30.31
	Level 2	\$36.80
	Level 3	\$43.30
	Level 4	\$49.80
	Level 5	\$56.29
Network Architect	Level 2	\$84.18
	Level 3	\$95.36
	Level 4	\$115.97
	Level 5	\$137.68
Network Engineer	Level 1	\$68.43
	Level 2	\$77.27
	Level 3	\$85.05
	Level 4	\$93.55
	Level 5	\$103.41
Network Specialist	Level 1	\$77.51
	Level 2	\$91.18
	Level 3	\$111.10
	Level 4	\$130.70
	Level 5	\$150.31
Network Systems Administrator (Windows)	Level 1	\$42.08
	Level 2	\$51.09
	Level 3	\$60.11
	Level 4	\$69.12
	Level 5	\$78.14
Network Systems Engineer (Windows)	Level 1	\$55.32
	Level 2	\$67.18
	Level 3	\$79.04
	Level 4	\$90.90
	Level 5	\$102.75
Operations Manager	Level 1	\$72.40
	Level 2	\$83.25
	Level 3	\$95.74
	Level 4	\$110.11
	Level 5	\$126.62
Principal Systems Architect	Level 1	\$67.59
	Level 2	\$79.53
	Level 3	\$93.56
	Level 4	\$110.08
	Level 5	\$129.49
Problem Resolution Support	Level 1	\$143.31
	Level 2	\$174.01
	Level 3	\$204.71
	Level 4	\$235.42
	Level 5	\$266.13
Programmer	Level 1	\$55.92
	Level 2	\$66.27
	Level 3	\$83.86
	Level 4	\$95.26
	Level 5	\$104.58

SERVICE PROPOSED (e.g. Job Title/Task)	Level	PRICE OFFERED TO GSA (including IFF)
Program Analyst	Level 1	\$56.79
	Level 2	\$68.96
	Level 3	\$81.13
	Level 4	\$93.30
	Level 5	\$105.49
Program Manager	Level 2	\$92.09
	Level 3	\$114.47
	Level 4	\$136.94
	Level 5	\$159.89
Project Manager	Level 1	\$65.49
	Level 2	\$75.37
	Level 3	\$86.88
	Level 4	\$108.72
	Level 5	\$122.97
Quality Assurance Specialist	Level 1	\$61.69
	Level 2	\$70.95
	Level 3	\$81.59
	Level 4	\$93.82
	Level 5	\$107.90
Security Specialist	Level 1	\$94.56
	Level 2	\$111.25
	Level 3	\$130.88
	Level 4	\$150.35
	Level 5	\$177.08
Software Engineer	Level 1	\$66.06
	Level 2	\$75.28
	Level 3	\$86.67
	Level 4	\$95.38
	Level 5	\$113.90
Software Security Engineer	Level 1	\$81.39
	Level 2	\$98.83
	Level 3	\$116.26
	Level 4	\$133.70
	Level 5	\$151.14
Subject Matter Expert	Level 1	\$143.91
	Level 2	\$169.31
	Level 3	\$199.19
	Level 4	\$234.33
	Level 5	\$275.69
Storage Area Network Engineer	Level 1	\$80.98
	Level 2	\$92.50
	Level 3	\$104.34
	Level 4	\$116.21
	Level 5	\$134.61
Storage Area Network (SAN) Systems Administrator	Level 1	\$65.05
	Level 2	\$76.54
	Level 3	\$90.06
	Level 4	\$139.56
	Level 5	\$160.48

SERVICE PROPOSED (e.g. Job Title/Task)	Level	PRICE OFFERED TO GSA (including IFF)
Support Account Management	Level 1	\$147.87
	Level 2	\$179.55
	Level 3	\$211.23
	Level 4	\$242.92
	Level 5	\$274.60
Support Assistance	Level 1	\$151.11
	Level 2	\$183.51
	Level 3	\$215.89
	Level 4	\$248.27
	Level 5	\$280.65
Systems Administrator	Level 1	\$56.35
	Level 2	\$68.43
	Level 3	\$80.51
	Level 4	\$92.58
	Level 5	\$104.66
System Engineer (UNIX)	Level 1	\$55.69
	Level 2	\$67.64
	Level 3	\$79.57
	Level 4	\$91.51
	Level 5	\$103.44
Systems Architect	Level 1	\$103.48
	Level 2	\$121.76
	Level 3	\$143.25
	Level 4	\$168.52
	Level 5	\$193.79
Systems Developer	Level 1	\$55.28
	Level 2	\$63.57
	Level 3	\$73.09
	Level 4	\$84.07
	Level 5	\$96.68
Systems Engineer	Level 1	\$67.30
	Level 2	\$77.66
	Level 3	\$88.01
	Level 4	\$99.40
	Level 5	\$119.09
Technical Support Specialist	Level 1	\$47.91
	Level 2	\$56.38
	Level 3	\$63.29
	Level 4	\$77.15
Telecommunications Engineer	Level 1	\$70.36
	Level 2	\$82.78
	Level 3	\$95.20
	Level 4	\$109.49
	Level 5	\$125.91
Test Engineer	Level 1	\$76.36
	Level 2	\$89.83
	Level 3	\$105.69
	Level 4	\$121.53
	Level 5	\$139.77

SERVICE PROPOSED (e.g. Job Title/Task)	Level	PRICE OFFERED TO GSA (including IFF)
Web Architect	Level 2	\$86.98
	Level 3	\$97.33
	Level 4	\$120.36
	Level 5	\$137.68
Web Content Developer/Manager	Level 1	\$61.19
	Level 2	\$73.82
	Level 3	\$87.70
	Level 4	\$101.16
	Level 5	\$113.28
Web Designer	Level 1	\$54.88
	Level 2	\$65.23
	Level 3	\$79.73
	Level 4	\$94.22
	Level 5	\$129.43