



**General Services Administration (GSA)
Authorized Federal Supply Schedule
Catalog and Price List**

**Contract # GS-35F-0565V
8 Jul 2014 – 7 Jul 2019**

**SpecPro Technical Services, LLC
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STS Overview

SpecPro Technical Services, LLC (STS) is a dynamic 8(a) Alaska Native Corporation (ANC) with specialization in military medical/health information management (IM), Information Technology (IT) and specialized aerospace engineering / technical program support. STS performs specialized IM/IT support, information assurance, programming, web development, database administration, help desk as well as research, studies and analysis for customer unique driven systems development and integration requirements. We provide specialized skills to augment industry and government skills as well as perform independent research, studies and analysis on unique customer programs, projects and initiatives. Our services include:

- ❖ Military Health Systems (MHS) Support
- ❖ Aerospace Systems
- ❖ Full Range of IM/IT Systems Development & Sustainment Functions
- ❖ Acquisition Management and Development
- ❖ Business Process Analysis and Improvement
- ❖ Risk Management Planning
- ❖ Data Analysis, Editing and Standardization
- ❖ Business Case Studies and Analysis
- ❖ Migration Planning for Technology Upgrade
- ❖ COT's Applications
- ❖ Benchmarking
- ❖ Performance Measurement
- ❖ Change Management
- ❖ Configuration Management
- ❖ Systems Engineering and Reverse Engineering

Examples of some of our IM/IT support contracts are:

- STS performed an analysis of the systems functionality and IT utilization of approximately 230 clinical areas across two major Army and Air Force health care facilities to implement BRAC directed realignment into an integrated system. The results were captured in a database using a Six Sigma approach allowing for the identification of systems providers use to provide patient care. An important requirement to make “Single Sign On” technology useful to the clinical staff is to tailor the desktop component for that class of users to include the clinical applications that they want included in their SSO/CM environment. The analysis approach and the tool allow us to data mine that information and provide a template for use across a wider health care environment.
- STS supports the Integrated Clinical Database (ICDB) System. The ICDB integrates data from diverse clinical information systems and provides leading edge tools that support local commanders and their staff in meeting both unique, MTF specific missions and MHS strategic goals. STS provides a full spectrum of software development and sustainment, information assurance (IA) including Defense IA Certification and Accreditation Process (DIACAP)

support. STS designs, develops, tests and implements and sustains the ICDB platform across 84 Air Force, Army and Navy Military Treatment Facilities world-wide. STS also works closely with doctors, scientists and other health care professionals, technicians and managers in developing / writing technical requirements packages and researching Common-Off-The-Shelf (COTS) Commercial technology solutions.

- STS supports the nation's largest Navy medical treatment facility serving approximately 5500 users, 450,000 beneficiaries, 17 remote medical and dental treatment facilities, and other remote users spanning 5000 square miles and covering 5 states. STS provides overall Program Management support. Our personnel provide Project Planning for each new system to include Project Plans, Risk Management, and Change Management Plans. STS creates and integrates the overall project schedule and ensures all Information Assurance certifications and approvals are in place prior to proceeding with process.

STS provides direct daily clinical and technical information systems support and administrative support to the professionals located on the Bethesda campus and IM/IT support to the regional clinics located in Maryland, Virginia, Pennsylvania, West Virginia, and New Jersey. This support includes the Program and Project Management, Systems Administration, training, software installation and upgrades, software testing and evaluation, security management, and hardware and telecommunications maintenance support. STS staff members are directly responsible for the hardware configuration and software installation/upgrades of the Department of Defense clinical applications including the Composite Health Care System (CHCS), AHLTA (the Outpatient Clinical System), the Pharmacy Information System (PIS) and the Inpatient Clinical Charting System Essentris/CIS. STS staff members work directly with the NNMC clinical/technical staff to capture new system enhancements, test these new applications to ensure network conflicts do not exist, install approved system update and collaborate training requirement changes with the Staff, Education and Training department. STS also manages NNMC's single sign-on application, security software and updates, the 10 Navy specific applications, and the unified Navy One-Stop enterprise help desk. The STS staff also conducts routine system audits that ensure the security and confidentiality of the patient data is protected. Our staff uses the guidance contained in Department of the Navy, Health Information Portability and Accountability Act, and NNMC security standards to conduct and protect this clinical data. We also operate and maintain the hospital's web and database systems. This support includes the operation of the firewalls, web portal and the clinical databases.

AUTHORIZED
INFORMATION TECHNOLOGY SCHEDULE PRICELIST
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY
EQUIPMENT, SOFTWARE AND SERVICES

Special Item No. 132-51 Information Technology Professional Services

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

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

FSC/PSC Class D301 ADP Facility Management

FSC/PSC Class D302 ADP Systems Development Services

FSC/PSC Class D306 ADP Systems Analysis Services

FSC/PSC Class D307 Automated Information System Svcs

FSC/PSC Class D308 Programming Services

FSC/PSC Class D310 ADP Backup and Security Services

FSC/PSC Class D311 ADP Data Conversion Services

FSC/PSC Class D313 Computer Aided Design/MFG Services

FSC/PSC Class D316 Telecommunication Network MGMT Services

FSC/PSC Class D317 Auto News, Data & Other Services

FSC/PSC Class D399 Other ADP & Telecommunications Services

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

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

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

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Contract Number: GS-35F-0565V

Period Covered by Contract: July 8, 2014 through July 7, 2019

General Services Administration
Federal Acquisition Service

Pricelist current through Modification # PO-0002, dated July 8, 2014.

Products and ordering information in this Authorized FSS Information Technology Schedule Pricelist are also available on the GSA Advantage! System (<http://www.gsaadvantage.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 Acquisition Service. To enhance Small Business Participation SBA policy allows agencies to include in their procurement base and goals, the dollar value of orders expected to be placed against the Federal Supply Schedules, and to report accomplishments against these goals.

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

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

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

1. GEOGRAPHIC SCOPE OF CONTRACT:

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

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

Offerors are requested to check one of the following boxes:

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

For Special Item Number 132-53 Wireless Services ONLY, if awarded, list the limited geographic coverage area:

None

2. CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION:

SpecPro Technical Services, LLC
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San Antonio, TX 78232

Contractor must accept the credit card for payments equal to or less than the micro-purchase for oral or written orders under this contract Credit cards will not be acceptable for payment above the micro-purchase threshold (see GSAR 552.232-79 Payment by Credit Card). 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:

210-477-1818

(NOT APPLICABLE)

When Authorized Dealers are allowed by the Contractor to bill ordering activities and accept payment, the order and/or payment must be in the name of the Contractor, in care of the Authorized Dealer.

3. LIABILITY FOR INJURY OR DAMAGE

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

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

Block 9: G. Order/Modification Under Federal Schedule

Block 16: Data Universal Numbering System (DUNS) Number: 625014324

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

Block 31: Woman-Owned Small Business - No

Block 36: Contractor's Taxpayer Identification Number (TIN): 20-4705363

4a. CAGE Code: 4ERR3

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>30</u> Days

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: .25% - days from receipt of invoice or date of acceptance, whichever is later.
- b. Quantity **NONE**
- c. Dollar Volume **NONE**
- d. Government Educational Institutions **NONE**
- e. Other **NONE**

8. TRADE AGREEMENTS ACT OF 1979, as amended:

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

9. STATEMENT CONCERNING AVAILABILITY OF EXPORT PACKING:

10. Small Requirements: The minimum dollar value of orders to be issued is \$100.00.

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

- a. The Maximum Order value for the following Special Item Numbers (SINs) is \$500,000:
Special Item Number 132-51 - Information Technology 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 Acquisition Service, Specification Section, 470 East L'Enfant Plaza, Suite 8100, SW, Washington, DC 20407, telephone number (202)619-8925. Please include a self-addressed mailing label when requesting information by mail. Information concerning their applicability can be

obtained by writing or calling the U.S. Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number (301)975-2833.

14. CONTRACTOR TASKS / SPECIAL REQUIREMENTS (C-FSS-370) (NOV 2003)

- (a) Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.
- (b) Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. Travel in performance of a task order will only be reimbursable to the extent authorized by the ordering agency. The Industrial Funding Fee does NOT apply to travel and per diem charges.
- (c) Certifications, Licenses and Accreditations: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.
- (d) Insurance: As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.
- (e) Personnel: The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.
- (f) Organizational Conflicts of Interest: Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.
- (g) Documentation/Standards: The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.
- (h) Data/Deliverable Requirements: Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.
- (i) Government-Furnished Property: As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.
- (j) Availability of Funds: Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.
- (k) Overtime: For professional services, the labor rates in the Schedule should not vary by virtue of the Contractor having worked overtime. For services applicable to the Service Contract Act (as identified in the Schedule), the labor rates in the Schedule will vary as governed by labor laws (usually assessed a time and a half of the labor rate).

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

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.gsaadvantage.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 receive less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds \$2,000, then the requirements of the Davis-Bacon Act applies.

The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 132-8 or 132-9.

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:

www.specpro-tech.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)**

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.
- 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 1 – 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 (May 2001) (Deviation 1 – 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 – Dec 2007) 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/EC Services.

9. INDEPENDENT CONTRACTOR

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

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/EC services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (OCT 2008) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) 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 52.212-4 (OCT 2008) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:

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

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

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

13. RESUMES

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

14. INCIDENTAL SUPPORT COSTS

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

15. APPROVAL OF SUBCONTRACTS

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

16. DESCRIPTION OF IT/EC SERVICES AND PRICING

a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 132-51 IT/IAM Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

FSC/PSC Class D301 ADP Facility Management

FSC/PSC Class D302 ADP Systems Development Services

FSC/PSC Class D306 ADP Systems Analysis Services

FSC/PSC Class D307 Automated Information System Svcs

FSC/PSC Class D308 Programming Services

FSC/PSC Class D310 ADP Backup and Security Services

FSC/PSC Class D311 ADP Data Conversion Services

FSC/PSC Class D313 Computer Aided Design/MFG Services

FSC/PSC Class D316 Telecommunication Network MGMT Services

FSC/PSC Class D317 Auto News, Data & Other Services

FSC/PSC Class D399 Other ADP & Telecommunications Services

b. Pricing for all IT Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices.



STS GSA Labor Categories	Hourly Rate
ADMIN ASSISTANT I	\$ 23.34
ADMIN ASSISTANT II	\$ 34.43
COMPUTER PROGRAM ANALYST	\$ 62.83
APPLICATION PROGRAMMER I	\$ 51.90
APPLICATION PROGRAMMER II	\$ 58.41
APPLICATION PROGRAMMER III	\$ 68.27
APPLICATION PROGRAMMER IV	\$ 76.75
APPLICATION PROGRAMMER V	\$ 88.56
SOFTWARE ENGINEER	\$ 60.72
SR. SOFTWARE ENGINEER	\$ 76.75
CABLE INSTALLER/SPLICER II	\$ 40.32
CABLE INSTALLER/SPLICER III	\$ 51.47
DATA ENTRY TECHNICIAN	\$ 44.67
DATA RETRIEVAL SPECIALIST I	\$ 41.93
DATA RETRIEVAL SPECIALIST III	\$ 65.23
MEDICAL RECORDS ABTRACTOR	\$ 66.63
SR. DATABASE ENGINEER	\$ 85.89
DATABASE MANAGER I	\$ 58.41
DATABASE MANAGER II	\$ 68.27
DATABASE MANAGER III	\$ 75.25
COMMUNICATIONS LOGISTICS ANALYST I	\$ 39.91
COMMUNICATIONS LOGISTICS ANALYST II	\$ 79.18
HELP DESK ANALYST I	\$ 40.52
HELP DESK ANALYST II	\$ 42.90
HELP DESK ANALYST III	\$ 47.87
HELP DESK MANAGER	\$ 60.44
COMPUTER SUPPORT ADMINISTRATOR	\$ 58.65
COMPUTER OPERATOR V	\$ 65.14
LOGISTICS ANALYST I	\$ 59.24
NETWORK ENGINEER I	\$ 57.87
SR. NETWORK ENGINEER	\$ 88.00
SYSTEMS ENGINEER I	\$ 73.60
SYSTEMS ENGINEER II	\$ 84.05
SYSTEMS ENGINEER III	\$ 90.69
NETWORK TECHNICIAN I	\$ 43.97
PROGRAM CONTROL ANALYST I	\$ 41.77
PROGRAM CONTROL ANALYST II	\$ 50.41
PROGRAM CONTROL ANALYST III	\$ 59.87
BUDGET INVOICE SPECIALIST	\$ 39.21
PROGRAM MANAGER I	\$ 66.58
PROGRAM MANAGER II	\$ 70.30
PROGRAM MANAGER V	\$ 109.75
QA ANALYST	\$ 55.67
REQUIREMENTS ANALYST I	\$ 55.31
TECHNICAL WRITER I	\$ 50.60
TECHNICAL EDITOR I	\$ 37.83
TECHNICAL EDITOR II	\$ 42.99
WEB DEVELOPER	\$ 58.65

Title	Duties and Responsibilities	Experience	Education
Admin Assistant I	Under limited supervision, provides routine administrative support for a department or administrative unit. Researches and obtains information for routine reports and special assignments. Compiles and analyzes data, and prepares reports for action by superior. Investigates assigned problems using established company or department policies and practices to determine method of research, data and information requirements and analysis techniques. Makes appointments, travel arrangements, meeting arrangements and coordinates activities between departments and outside parties. Contracts company personnel at all organizational levels to gather information and prepare reports. Work generally requires a broad working knowledge of departmental and company practices, databases and graphics and desktop publishing applications. Answers telephones, screens calls and forwards messages. Opens, sorts and routes mail to the appropriate persons. Prepares and proofreads letters, reports and other correspondence. Operates general office equipment such as personal computer, typewriter, Dictaphone, copier, calculator, fax or other office machines. Typically supports one or more managers and/or staff in a department or administrative unit.	3-5 years secretarial or administrative support experience, or equivalent combination of advanced business school/secretarial training and job-related experience. Typically requires advanced word-processing and other personal computer skills	High School graduate or equivalent (GED)
Admin Assistant II	Under limited supervision, provides routine administrative support for a department or administrative unit. Researches and obtains information for routine reports and special assignments. Compiles and analyzes data, and prepares reports for action by superior. Investigates assigned problems using established company or department policies and practices to determine method of research, data and information requirements and analysis techniques. Makes appointments, travel arrangements, meeting arrangements and coordinates activities between departments and outside parties. Contracts company personnel at all organizational levels to gather information and prepare reports. Work generally requires a broad working knowledge of departmental and company practices, databases and graphics and desktop publishing applications. Answers telephones, screens calls and forwards messages. Opens, sorts and routes mail to the appropriate persons. Prepares and proofreads letters, reports and other correspondence. Operates general office equipment such as personal computer, typewriter, Dictaphone, copier, calculator, fax or other office machines. Typically supports one or more managers and/or staff in a department or administrative unit.	5 or more years secretarial or administrative support experience, or equivalent combination of advanced business school/secretarial training and job-related experience. Typically requires advanced word-processing and other personal computer skills	High School graduate or equivalent (GED)
Computer Program Analyst	Conducts and coordinates the analysis, design and implementation of computer based information systems to meet user	Two years systems analysis/programming activities in a business	Bachelors Degree in Computer Science, a related field or

	<p>requirements. Plans and directs preliminary studies of potential electronic data processing applications and prepares design proposals to reflect costs, time, and alternative actions to satisfy existing and future needs of the corporation. Participates in systems software development and maintenance as required. Conducts detailed analysis of defined system specifications and develops all levels of block diagrams and flow charts. Assists in the preparation of cost analyses and justifications of data processing systems. Develops conversion and system implementation plans. Conducts a full range of programming tasks including program design, program coding, debugging and documentation for a variety of general applications programs including data manipulation, input and output routines reflecting a variety of equipment configurations. Programs logical interfaces and applies techniques of efficient program logic and data manipulation. Develops operator and control instructions; maintains and updates existing programs of a non-routine nature. Conducts system programming and support activities such as new or revised segments of language codes or processing. Monitors effective hardware utilization, reviews system logic for optimum throughput. Work frequently includes program maintenance and error detection/correction of existing codes/languages and/ or revisions to system documentation.</p>	<p>environment.</p>	<p>equivalent experience.</p>
<p>Application Programmer I</p>	<p>Under general direction, supports the analysis, design and implementation of software/ systems technical support and operating system development. Conducts system programming and support activities such as new or revised segments of language codes or processing routines. Monitors effective language codes or processing routines. Monitors effective hardware utilization, applying efficient data base management techniques. Develops system logic to achieve optimum throughput. Modifies, maintains and updates complex software such as compilers, link editors, assemblers, OEM utilities, JCL, macros, and subroutines. Develops operator and control instructions. Prepares and conducts system and programming tests which may require the interfacing of diverse hardware and software. Reviews potential applications and designs hardware/software interfaces. As directed, prepares feasibility studies and design tests to determine operating characteristics of software. Conducts a variety of programming tasks including program design, program coding, debugging, and documentation for software/systems and applications programs. Assignments are generally of a difficult technical nature and may involve project leadership activities. May provide technical direction to lower level programming staff members. Excludes Applications Programmers.</p>	<p>1-3 years systems software programming activities in a business environment.</p>	<p>Bachelors Degree in Computer Science, a related field or equivalent experience.</p>

<p>Application Programmer II</p>	<p>Reviews and prioritizes database needs and analyzes project costs and feasibility. Develops database design standards and methodology consistent with technical requirements. Schedules staff to obtain proper response in a timely manner. Reviews recommendations for database improvement. Responsible for the employment, training and discipline of assigned employees. This is typically the first level of management. Must directly manage exempt level employees. May manage nonexempt employees directly or through supervisors/leads. Excludes Working Leads. Title may be Supervisor or Manager depending on size of company and department.</p>	<p>3-5 years systems software programming activities in a business environment.</p>	<p>Bachelors Degree in Computer Science, a related field or equivalent experience.</p>
<p>Application Programmer III</p>	<p>Plans, conducts, and coordinates the application of information system techniques to existing and future needs. Performs technical advice and consultation of difficult analysis and programming problems requiring advanced techniques. Participates in systems development and maintenance. Conducts analysis of complex data processing applications and prepares feasibility studies to evaluate user needs for new or revised systems. Coordinates the interfaces between major systems and programs. Activities include the conceptualization, development and implementation of complex program designs. Often responsible for achieving operational status within required time parameters and with acceptable operating performance. Defines system objectives and prepares systems design specifications to meet user requirements and satisfy interface problems. Investigates available hardware and software configurations and capabilities, recommends optimal system to meet applications objectives. Aids in developing programming, systems analysis and documentation standards. Prepares cost analysis and justification of data processing systems. Presents recommendations to management. Prepares and conducts comprehensive system and programming tests. Debugs malfunctions and modifies programs accordingly. Recommends systems software modifications or changes to hardware configurations. May provide project leadership to lower level staff.</p>	<p>5-8 years systems software programming activities in a business environment.</p>	<p>Bachelors Degree in Computer Science, a related field or equivalent experience.</p>
<p>Application Programmer IV</p>	<p>Plans, conducts, and coordinates the application of information system techniques to existing and future needs. Performs technical advice and consultation of difficult analysis and programming problems requiring advanced techniques. Participates in systems development and maintenance. Conducts analysis of complex data processing applications and prepares feasibility studies to evaluate user needs for new or revised systems. Coordinates the interfaces between major systems and programs. Activities include the conceptualization, development and implementation of complex program designs. Often responsible for achieving operational status within required time parameters and with acceptable operating performance. Defines system objectives and prepares systems design specifications to meet user</p>	<p>8-10 years systems software programming activities in a business environment.</p>	<p>Bachelor's Degree in Computer Science, a related field or equivalent experience.</p>

	<p>requirements and satisfy interface problems. Investigates available hardware and software configurations and capabilities, recommends optimal system to meet applications objectives. Aids in developing programming, systems analysis and documentation standards. Prepares cost analysis and justification of data processing systems. Presents recommendations to management. Prepares and conducts comprehensive system and programming tests. Debugs malfunctions and modifies programs accordingly. Recommends systems software modifications or changes to hardware configurations. May provide project leadership to lower level staff.</p>		
Application Programmer V	<p>Develop and applies advanced methods, theories and research techniques in the investigation and solution of complex and advanced software applications and problems. Plans, conducts and technically directs projects or major phases of significant projects, coordinating the efforts of technical support staff in the performance of assigned projects. Conducts investigations and tests of considerable complexity. Reviews literature, patents and current practices relevant to the solution of assigned projects. Reviews completion and implementation of technical products. Evaluates vendor capabilities to provide required products or services. May provide technical consultation to other organizations and work leadership to lower level employees. Excludes those whose responsibilities are primarily in applications programming and those with full supervisory responsibilities.</p>	<p>10 or more years of applicable progressively complex software design engineering experience.</p>	<p>Bachelors Degree in Computer Science, a related field or equivalent experience. Masters Degree preferred.</p>
Software Engineer	<p>Designs, develops and analyzes software programs for computer based systems. Performs system modeling, simulation and analysis. Designs and develops compilers, assemblers, utility programs and operating systems. Advises hardware design engineers on machine characteristics that affect software systems, such as storage capacity, processing speed and input/output requirements. As required, provides inputs for documentation of new or existing programs. Excludes those whose primary responsibilities are in applications programming.</p>	<p>Two years applicable software design engineering experience.</p>	<p>Bachelors Degree in Computer Science, a related field or equivalent experience.</p>
Sr. Software Engineer	<p>Designs, develops and analyzes complicated and difficult software programs for computer based systems. Performs system modeling, simulation and analysis. Collaborates with hardware design engineers on machine characteristics that affect software systems and works with them to resolve incompatibilities. As required, provides inputs for documentation of new or existing programs. May provide work leadership for lower level employees. Excludes those whose responsibilities are primarily in applications programming and those with full supervisory responsibilities.</p>	<p>Five years applicable software design engineering experience.</p>	<p>Bachelors (Master's preferred) Degree in Computer Science, a related field or equivalent experience.</p>

Cable Installer/Splicer II	String and repair telephone and television cable, including fiber optics and other equipment	Up to two years of experience in this field	High School Graduate or equivalent (GED)
Cable Installer/Splicer III	String and repair telephone and television cable, including fiber optics and other equipment	2-4 years of experience in this field	High School Graduate or equivalent (GED)
Data Entry Technician	Under close supervision, operates a data entry terminal or computer to transcribe standard/ routine source data, documents, records and information for entry into a database. Performs minor equipment setup according to well established procedures. Guidance from supervisor or experienced operators is readily available.	Fully experienced level with advanced skills, speed and accuracy normally acquired from over 5 years of experience. Incumbents typically possess over 8-10 years of related experience.	Completion of training course in the operation of assigned data entry equipment is required. Excludes trainees who have no training, experience or knowledge of data entry equipment operation.
Data Retrieval Specialist I	Assists with day-to-day operational maintenance support, and upgrades for operating systems, workstations and servers. Under close supervision, performs basic software installations and upgrades to operating systems and layered software packages. Follows established IT policies and procedures. Monitors and tunes the system to achieve optimum performance levels. Ensures workstation/ server data integrity by implementing standard software and hardware solutions. Ensures data/ media recoverability by following a schedule of system backups and database archive operations. Complies with standard operating procedures. Conducts basic hardware and software audits of workstations and servers to ensure compliance with established standards, policies, and configuration guidelines. Incumbents in this job differ from Network and Systems Analysts in that they provide the day-to-day upkeep and maintenance of the established systems whereas the Analysts determine and develop the systems that will be implemented.	Entry Level Position with up to two years of experience in this field.	Associates Degree in Computer Science, a related field or equivalent experience.

Data Retrieval Specialist III	<p>Responsible for the day-to-day operational maintenance, support, and upgrades to operating systems, workstations and servers. Under limited supervision, performs complex software installations and upgrades to operating systems and layered software packages. Schedules installations and upgrades and maintains them in accordance with established IT policies and procedures. Monitors and tunes the system to achieve optimum performance levels. Ensures workstation/ server data integrity by evaluating, implementing, and managing appropriate software and hardware solutions of varying complexities. Ensures data/ media recoverability by developing and implementing a schedule of system backups and database schedules. Conducts hardware and software audits of workstations and servers to ensure compliance with established standards, policies, and configuration guidelines. Work at this level is generally done for the complex systems. Incumbent may develop and implement new standards, policies and procedures. May provide work leadership for lower level employees. Incumbents in this job differ from Network and Systems Analysts in that they provide the day-to-day upkeep and maintenance of the established systems whereas the Analysts determine and develop the systems that will be implemented.</p>	<p>Over five years related systems administration experience.</p>	<p>Associates Degree in Computer Science, a related field or equivalent experience.</p>
Medical Records Abstractor	<p>Compile, process, and maintain medical records of hospital and clinic patients in a manner consistent with medical, administrative, ethical, legal, and regulatory requirements of the health care system. Process, maintain, compile, and report patient information for health requirements and standards.</p>	<p>3 years abstracting medical records experience.</p>	<p>High School graduate or GED required. Certified Professional Coder (CPC) or completion of an accredited program preferred.</p>
Sr. Database Engineer	<p>Designs, develops and implements complex database applications to accommodate a wide variety of user needs. Analyzes and determines informational needs and elements, data relationships and attributes, proposed manipulation, data flow and storage requirements and data output and reporting capabilities. Defines logical attributes and inter-relationships and designs data structures to accommodate database production, storage, maintenance and accessibility. May act as a technical project leader or provide work leadership for lower level employees. Excludes those with full supervisory responsibilities.</p>	<p>Eight years of progressively responsible database design and implementation experience.</p>	<p>Bachelors/Master's Degree in Computer Science, a related field or equivalent experience.</p>

Database Manager I	Responsible for the direct supervision of the Database Design Engineering staff. Reviews and prioritizes database needs and analyzes project costs and feasibility. Develops database design standards and methodology consistent with technical requirements. Schedules staff to obtain proper response in a timely manner. Reviews recommendations for database improvement. Responsible for the employment, training and discipline of assigned employees. This is typically the first level of management. Must directly manage exempt level employees. May manage nonexempt employees directly or through supervisors/leads. Excludes Working Leads. Title may be Supervisor or Manager depending on size of company and department.	A minimum of two years of Database Design Engineering experience, including supervision/management experience.	Bachelors/Master's Degree in Computer Science, a related field or equivalent experience.
Database Manager II	Designs, develops and implements complex database applications to accommodate a wide variety of user needs. Analyzes and determines informational needs and elements, data relationships and attributes, proposed manipulation, data flow and storage requirements and data output and reporting capabilities. Defines logical attributes and inter-relationships and designs data structures to accommodate database production, storage, maintenance and accessibility. May act as a technical project leader or provide work leadership for lower level employees. Excludes those with full supervisory responsibilities.	Five years of progressively responsible database design and implementation experience.	Bachelors/Master's Degree in Computer Science, a related field or equivalent experience.
Database Manager III	Analyzes and evaluates major system product requirements of considerable complexity requiring a thorough understanding of all parameters affecting and interfacing with the system. Reviews user requirements and provides direction in the identification of problem and potential resolution. Provides analytical support in the conceptualization, development and implementation of complex, multiple, inter-linked systems. Defines system objectives and prepares system design specifications to meet user requirements and satisfy interface problems. Formulates logical statements of user requirements and develops solutions through application of systems and methods engineering techniques. Reviews alternate approaches and selects appropriate methodology. May provide work leadership for lower level employees. Excludes those with full supervisory responsibilities.	Eight years of progressively responsible database design and implementation experience.	Bachelors/Master's Degree in Computer Science, a related field or equivalent experience.
Electronic Technician I	Under close supervision, performs limited electronic or Electro-mechanical production subassembly and assembly operations of a repetitive nature to build up and assemble routine units such as printed circuit boards, modules, chassis drawers, cable harnesses and simple electronic subassemblies. May perform routine tasks in preparation for assembly such as cutting wire to specified size, stripping, tinning or bending wire parts, wiring and fastening terminal connections. Assembles and/or installs various electrical or electronic components where operation and sequence are specified by blueprints, wire lists, diagrams or previously established shop	One (1) year related assembly experience. Incumbents typically possess 2-3 years of related experience.	Ability to read and write. Knowledge of soldering techniques, color codes, and component identification.

	practices. Uses small hand tools such as soldering irons, wire strippers, crimpers, wrenches, screwdrivers and pliers. Excludes trainees with no prior knowledge or skill.		
Communications Logistics Analyst I	Performs analysis and appraisal of hardware designs to identify and document maintenance and support requirements. Reviews engineering design and changes and analyzes equipment characteristics. Utilizes logistics modeling techniques to predict maintenance levels and costs.	0-2 years of experience in the field or in a related area. Has knowledge of commonly-used concepts, practices, and procedures within a particular field.	Associates Degree in a related field or equivalent experience.
COMMUNICATIONS LOGISTICS ANALYST IV	Performs analysis and appraisal of hardware designs to identify and document maintenance and support requirements. Reviews engineering design and changes and analyzes equipment characteristics. Utilizes logistics modeling techniques to predict maintenance levels and costs.	8 years of experience in the field or in a related area. Has knowledge of commonly-used concepts, practices, and procedures within a particular field.	Associates Degree in a related field or equivalent experience.
Help Desk Analyst I	Responsible for screening, and referring and diagnosing internal inquiries and work requests as they relate to maintenance of personal computers and related systems. Performs major troubleshooting and diagnostic routines to identify problems relating to hardware applications software and network communications.	0-1 year customer service experience and a general knowledge of a wide variety of software, hardware and PC operating systems are preferred.	High School Diploma or equivalent (GED)
Help Desk Analyst II	Responsible for screening, and referring and diagnosing internal inquiries and work requests as they relate to maintenance of personal computers and related systems. Performs major troubleshooting and diagnostic routines to identify problems relating to hardware applications software and network communications.	Requires a minimum of 2 years of experience with a wide variety of software, hardware and PC operating systems	High School Diploma or equivalent (GED)

Help Desk Analyst III	Responsible for screening, and referring and diagnosing internal inquiries and work requests as they relate to maintenance of personal computers and related systems. Performs major troubleshooting and diagnostic routines to identify problems relating to hardware applications software and network communications.	A minimum of 4 years of broad working knowledge and experience on a wide variety of software, hardware and PC operating systems	High School Diploma or equivalent (GED)
Help Desk Manager	Plans, organizes, directs, and controls the activities and staff required to provide product service, support and repair of company products. Establishes implements and maintains administrative and technical procedures to provide responsive service to customers. Develops and coordinates technical training activities for company service personnel and/or customers. Provides for technical advice to customers, service personnel, sales, marketing, engineering and manufacturing.	Advanced technical training and experience which would provide a broad exposure to a wide variety of customer service activities and product knowledge as would normally be obtained through 5-6 years of customer service experience, with 2-3 years in a supervisory or management position	Associates Degree in a related field preferred or equivalent experience.
Computer Support Administrator	Under limited supervision, assists in the set up, operation and monitoring of the control console of a mainframe or mini computer for the processing of data and preparation of business/scientific reports, studies and analysis. Following established procedures performs the more routine and standard operations such as loading input and output materials including tapes, cards, discs, forms, etc. Starts and monitors standard runs where documentation is readily available; observes control panels for malfunctions, errors or operator messages and responds accordingly. Refers complex problems to more experienced operators or others. Excludes trainees, tabulating machine operators, data library and input/output control personnel.	Requires basic knowledge of data processing fundamentals and equipment operation as normally acquired from completion of basic equipment training course/program and 1 year experience. Incumbents typically possess 2-4 years of related experience.	Associates Degree in a related field preferred or equivalent experience.
Computer Operator V	Under general supervision, sets up, operates and monitors the control console of a mainframe or mini computer and associated peripheral equipment for the processing of a wide variety of business/scientific reports, studies, and analyses. Following established procedures determines equipment set-up and operation. Loads equipment with required input and output materials such as tapes, cards, discs, forms, etc. Operates and monitors peripheral and auxiliary equipment; starts and monitors runs, making adjustments to correct operational problems or meet special conditions. Observes control panels for malfunctions, errors in operation messages. Provides diagnosis in complex error situations to determine point of equipment or program failure. As guided by operator run manual, may rearrange program steps, restart or continue operations to correct system malfunction. Confers with technical personnel in the event error requires a change of instructions or sequence of operations. Maintains operations records such as machine performance and production records. Schedules work flow to meet predetermined requirements. May provide some work leadership to other operations personnel	5 or more years of experience.	Associates Degree in a related field preferred or equivalent experience.

	through assignment of work, monitoring of progress, review of results, orientation and technical instruction. May assume lead responsibility for operations on a designated shift, although this is typically a non exempt position. Includes working leaders. Excludes those with full supervisory responsibilities.		
Logistics Analyst I	Analyzes, organizes, plans and administers various phases of day-to-day provisioning, spares, or maintenance/ repair activities for one or more basic programs using established procedures. Analyzes basic contractual documents, technical data, customer usage data, customer maintenance practices, customer operation characteristics, and related reports for assigned contracts to determine spares provisioning or maintenance/ repair requirements. Assists in developing logistics plans in order to enhance distribution of goods and supplies. Following established policies, guidelines, and procedures to ensure quality and cost control. Assists in conducting distribution and network studies, monitors inventory and analyzes requirements in order to develop strategies to achieve desired delivery times. Zero to two years of professional experience.	Entry Level Position	Bachelor's Degree or equivalent experience.
Network Engineer I	Analyzes local and wide area network systems, including planning, designing, evaluating, selecting operating systems and protocol suites and configuring communication media with concentrators, bridges and other devices. Resolves interoperability problems to obtain operations across all platforms including e-mail, files transfer, multimedia, teleconferencing and the like. Configures systems to user environments. Supports acquisition of hardware and software as well as subcontractor services as needed.	Two years of related network systems engineering experience.	Bachelors Degree in Computer Science, a related field or equivalent experience.
SR. NETWORK ENGINEER	Under general direction, carries out all phases of information systems/ networks security program that involves access to computers and computerized data enabling company to meet contractual requirements for networks security. Conducts regular audits to ensure that systems are being operated securely, and information systems security policies and procedures are being implemented as defined in security plans. Develops, tests, and operates firewalls, intrusion detection systems, enterprise anti-virus systems and software deployment tools. Safeguards the network against unauthorized infiltration, modification, destruction or disclosure. Researches, evaluates, tests, recommends, communicates and implements new security software or devices. Implements, enforces, communicates, and develops security policies or plans for data, software applications, hardware, telecommunications and information systems security education/awareness programs. Conducts investigations of computer security violations and incidents, reporting as necessary to management. Responds to queries and requests for computer security information and reports. Incumbent may report into the Security department and act as a liason between the IT and Security functions	A minimum of five years of related network systems engineering experience	Bachelors Degree in Computer Science, a related field or equivalent experience.

	OR may report directly into the IT function. Excludes those who perform these duties less than 80% of the time.		
Systems Engineer I	Assists in the analysis of existing systems and the definition, design and development of new system requirements. Participates in the determination of system specifications, input/output processes and working parameters for hardware/software compatibility. Identifies, analyzes and may resolve program support deficiencies	Entry Level Position.	Bachelors Degree in Computer Science, a related field or equivalent experience.
Systems Engineer II	Analyzes existing systems and defines, designs and develops new system requirements. Determines system specifications, input/output processes and working parameters for hardware/software compatibility. Coordinates design of subsystems and integration of a total system. Identifies, analyzes and resolves program support deficiencies.	Two years system design experience, including hardware/software integration experience.	Bachelors Degree in Computer Science, a related field or equivalent experience.
Systems Engineer III	Analyzes existing systems and defines, designs and develops new system requirements. Determines system specifications, input/output processes and working parameters for hardware/software compatibility. Coordinates design of subsystems and integration of a total system. Identifies, analyzes and resolves program support deficiencies.	Five to eight years system design experience, including hardware/software integration experience.	Bachelors Degree in Computer Science, a related field or equivalent experience.
Network Technician	Under limited supervision, performs some moderately complex tasks in conjunction with operating small local area networks with multiple users for a section or department of the company. Responsibilities include maintaining one or more file server computers, setting up individual users' computers/ workstations on a network, setting up network peripheral devices, administering network security, backing up file server data files/ disks, installing software, and performing minor server maintenance. Coordinates with the company's information Management Department on higher level technical issues such as network problems and administration procedures. In many cases this position may report to the Information Management Department, but be physically located in a user department. Except trainees.	Technical training equivalent to 2 years of applicable experience.	Technical training equivalent to 2 years of applicable experience.
Program Control Analyst I	Assists in contract negotiation and administration of contracts or subcontracts. Analyzes estimates of service, material, equipment and production costs. Reviews performance requirements ensuring contract is in accordance with legal requirements and customer specifications. Structures contractual terms to company business strategy. Initiates internal documentation to authorize and direct work in accordance with contractual specifications. Monitors company performance on routine contractual obligations. Originates all company correspondence of contractual significance. NOTE: Use this job family for Contract Administrators and Subcontract Administrators.	Entry Level Position	Bachelors Degree in Business Administration, a related field or equivalent experience with additional training in contract law preferred.
Program Control Analyst II	Conducts contract negotiation and administration of routine contracts or subcontracts. Analyzes estimates of service,	Two years government contract administration experience.	Bachelors Degree in Business Administration, a related field or

	<p>material, equipment and production costs. Reviews performance requirements ensuring contract is in accordance with legal requirements, customer specifications and government regulations. Issues contract and financial program documents. Structures contractual terms to reflect company business strategy. Initiates internal documentation to authorize and direct work in accordance with contractual specifications. Monitors company performance on contractual obligations.</p> <p>NOTE: Use this job for Contract Administrators or Subcontract Administrators.</p>		<p>equivalent experience with additional training in contract law preferred.</p>
Program Control Analyst III	<p>Conducts proposal preparation, contract negotiation and administration of major contracts and subcontracts. Analyzes estimates of service, material, equipment and production costs. Monitors company performance for conformance to original proposal and maintains continual reviews to ensure that all terms and conditions are met and that the contract is in accordance with legal requirements, customer specifications and government regulations. Prepares and disseminates information throughout the company regarding contract status, compliance, modification, deviation, negotiation and termination. Initiates documentation to authorize and direct work in accordance with contractual specifications. Prepares special reports and analyses as required. May provide work leadership for lower level employees. NOTE: Use this job family for Contract Administrators and Subcontract Administrators. Excludes those with full supervisory responsibilities.</p>	<p>Five years government contract administration experience.</p>	<p>Bachelors Degree in Business Administration, a related field or equivalent experience with additional training in contract law preferred.</p>
Budget Invoice Specialist	<p>Responsible for various financial functions such as budgeting, auditing, forecasting and analysis. Job responsibilities are generally more corporate oriented and broad in scope. Reviews complex financial data received from managers for inclusion in indirect and forward pricing rate package submission to the government. Maintains documented records supporting financial forecasts used in the rate and budget area. Ensures management understanding of rate and budget issues. Ensures compliance with internal procedures and DAR/FAR government regulations. Conducts and may lead audits. May provide work leadership for lower level employees. Excludes those with full supervisory responsibilities.</p>	<p>Five years financial analysis experience, including a thorough knowledge of DAR/FAR and other applicable government regulations.</p>	<p>Bachelor's Degree in Finance, Accounting, Business Administration, a related field or equivalent experience.</p>
Program Manager I	<p>Responsible for managing TECHNICAL government programs which are of relatively low risk and complexity or are a portion of a larger program. Ensures that all required resources such as engineering, manpower, production, computer time, facilities and the like are available for the program. Plans, directs and monitors program budget and serves as primary customer contact for program information. May be responsible for P&L. May be responsible for business development within current customer base and/or for new customers. Program complexity is the primary criteria for leveling. Complexity to be determined internally and</p>	<p>A minimum of five years of program related experience.</p>	<p>Bachelor's Degree with emphasis in business or engineering or equivalent experience.</p>

	may or may not be a function of dollar volume or contract length. Excludes Engineers or other individuals temporarily assigned program management responsibilities. Use this job as a DEFAULT if incumbent has responsibility for a combination of technical and non-technical programs.		
Program Manager II	Responsible for managing TECHNICAL government programs which are of relatively low risk and complexity or are a portion of a larger program. Ensures that all required resources such as engineering, manpower, production, computer time, facilities and the like are available for the program. Plans, directs and monitors program budget and serves as primary customer contact for program information. May be responsible for P&L. May be responsible for business development within current customer base and/or for new customers. Program complexity is the primary criteria for leveling. Complexity to be determined internally and may or may not be a function of dollar volume or contract length. Excludes Engineers or other individuals temporarily assigned program management responsibilities. Use this job as a DEFAULT if incumbent has responsibility for a combination of technical and non-technical programs.	A minimum of eight years of program related experience and management experience.	Bachelor's Degree with emphasis in business or engineering or equivalent experience.
Program Manager V	Responsible for managing TECHNICAL government programs which are of relatively low risk and complexity or are a portion of a larger program. Ensures that all required resources such as engineering, manpower, production, computer time, facilities and the like are available for the program. Plans, directs and monitors program budget and serves as primary customer contact for program information. May be responsible for P&L. May be responsible for business development within current customer base and/or for new customers. Program complexity is the primary criteria for leveling. Complexity to be determined internally and may or may not be a function of dollar volume or contract length. Excludes Engineers or other individuals temporarily assigned program management responsibilities. Use this job as a DEFAULT if incumbent has responsibility for a combination of technical and non-technical programs.	A minimum of fifteen years program experience in related areas with at least ten years functional or program management experience	Bachelors Degree or equivalent with an advanced degree in engineering or business preferred
QA Analyst	Develops, applies and revises quality standards for receiving, in- process and final inspection in accordance with company and contractual requirements. Reviews and revises or writes inspection procedures. Reviews and evaluates in-process rejections, obtains disposition and implements corrective action as needed. May interface with customers, vendors and various company departments to resolve quality problems and provide information. Participates in audits. Provides technical support to inspection personnel as needed.	Two years quality engineering experience.	Bachelor's Degree or equivalent experience.
Requirements Analyst I	Responsible for the implementation of a software quality assurance program in support of software products and services. Participates in establishing software quality standards for	Two years related experience in government software development, quality assurance and	Bachelor's Degree in Computer Science, a related field or equivalent experience.

	life cycle, documentation, development methods, testing and maintenance. Specifies functional and non-functional software requirements. Assists in establishing quantitative measurements and techniques for measuring software quality. Establishes software test standards and methods and conducts software tests. Reviews and evaluates software products and services for adherence to government directives, standards and guidelines concerning software quality assurance.	testing.	
Technical Writer I	Following established procedures and formats, edits and proofreads technical documents or sections or documents prepared by writers such as manuals, procedures and specifications. Checks drafts for format, clarity and overall cohesiveness. Ensures documents meet editorial and government specifications and adhere to standards for quality, graphics, coverage, format and style. Excludes those responsible for writing only or a combination of writing/editing.	Two years technical writing experience	Bachelor's Degree in an applicable technical field or equivalent experience.
Technical Editor I	Following established procedures and formats, edits and proofreads technical documents or sections or documents prepared by writers such as manuals, procedures and specifications. Checks drafts for format, clarity and overall cohesiveness. Ensures documents meet editorial and government specifications and adhere to standards for quality, graphics, coverage, format and style. Excludes those responsible for writing only or a combination of writing/editing.	Entry Level Position	Bachelor's Degree in English, Journalism, a related field or equivalent experience.
Technical Editor II	Following established procedures and formats, edits and proofreads technical documents or sections or documents prepared by writers such as manuals, procedures and specifications. Checks drafts for format, clarity and overall cohesiveness. Ensures documents meet editorial and government specifications and adhere to standards for quality, graphics, coverage, format and style. Excludes those responsible for writing only or a combination of writing/editing.	Two years related copy-editing and/or proofreading experience in a technical publications department	Bachelor's Degree in English, Journalism, a related field or equivalent experience.
Web Developer	Designs and builds web pages using a variety of software applications, techniques and development tools. Develops user interface features, site animation and special effects. Coordinates with web content developers and graphics designers to ensure that needs are technically feasible. Provides technical site maintenance and advice on issues related to animation, search engine techniques, link integrity, navigation, browsers, graphics, and other technical web developments. Develops code using HTML, Visual Basic or other web-based programming languages. Performs functionality and navigation testing. Prepares technical documentation	1-2 years related experience. Requires basic knowledge of web activities, internet techniques, tools, HTML code, JAVA GIF, animation, browsers and basic GUI design related applications.	B.A./B.S. degree or equivalent experience

**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: Dennis Hopkins, Phone: (210) 477-1818, E-Mail Address: Dennis.Hopkins@specpro-tech.com