



## GENERAL SERVICES ADMINISTRATION FEDERAL SUPPLY SCHEDULE

CONTRACT NUMBER: GS-35F-0567P

Period Covered by Contract:  
June 1, 2014 - May 31, 2019

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

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

FPDS Code D301 IT Facility Operation and Maintenance  
FPDS Code D302 IT Systems Development Services  
FPDS Code D306 IT Systems Analysis Services  
FPDS Code D307 Automated Information Systems Design and Integration Services  
FPDS Code D308 Programming Services  
FPDS Code D310 IT Backup and Security Services  
FPDS Code D311 IT Data Conversion Services  
FPDS Code D313 Computer Aided Design/Computer Aided Manufacturing (CAD/CAM) Services  
FPDS Code D316 IT Network Management Services  
FPDS Code D317 Creation/Retrieval of IT Related Automated News Services, Data Services, or  
Other Information Services (All other information services belong under Schedule 76)  
FPDS Code D399 Other Information Technology Services, Not Elsewhere Classified

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

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

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

**Indigo IT**

**1902 Campus Commons Drive, Suite 420**

**Reston, VA 20191**

**703.476.6980**

**<http://www.indigoit.com>**

Contract Number: GS-35F-0567P

Period Covered by Contract: June 1, 2014 – May 31, 2019

Pricelist current through: Modification #7, dated June 01, 2014

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

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

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

#### **1. GEOGRAPHIC SCOPE OF CONTRACT**

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

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

Offerors are requested to check one of the following boxes:

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

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

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#### **2. CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION**

Indigo IT, LLC

1902 Campus Commons Drive – Suite 420, Reston, VA 20191

703.476.6980

<http://www.indigoit.com>

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:

703.476.6980

**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: **101162209**  
Block 30: Type of Contractor – A. **Small Disadvantaged Business**  
Block 31: Woman-Owned Small Business - **Yes**  
Block 36: Contractor's Taxpayer Identification Number (TIN): **54-2042767**

- 4a. CAGE Code: **3EQW0**
- 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)
Not Applicable for Services	___N/A Days
Not Applicable for Services	___N/A 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: 2% - 10 days from receipt of invoice or date of acceptance, whichever is later.
- b. Quantity – No Discount
- c. Dollar Volume – No Discount
- d. Government Educational Institutions – No Discount

**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.

## 10. SMALL REQUIREMENTS

The minimum dollar value of orders to be issued is \$ 500.

## 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 \$5,000,000:

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:

Determined on a case-by-case basis.

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

#### **20. BLANKET PURCHASE AGREEMENTS (BPAs)**

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

**21. CONTRACTOR TEAM ARRANGEMENTS**

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

**22. INSTALLATION, DEINSTALLATION, REINSTALLATION**

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

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

**23. SECTION 508 COMPLIANCE.**

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

<http://www.indigoit.com>

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

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

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

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

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

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

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

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

- (1) For such period as the laws of the State in which this contract is to be performed prescribe; or
- (2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.

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

**26. SOFTWARE INTEROPERABILITY.**

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

**27. ADVANCE PAYMENTS**

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

## **TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT)**

### **PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51)**

#### **1. SCOPE**

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

#### **2. PERFORMANCE INCENTIVES**

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

#### **3. ORDER**

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

#### **4. PERFORMANCE OF SERVICES**

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

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

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

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

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

## **6. INSPECTION OF SERVICES**

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

## **7. RESPONSIBILITIES OF THE CONTRACTOR**

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

## **8. RESPONSIBILITIES OF THE ORDERING ACTIVITY**

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

## **9. INDEPENDENT CONTRACTOR**

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

## **10. ORGANIZATIONAL CONFLICTS OF INTEREST**

a. Definitions.

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

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

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

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

<b>Labor Categories</b>	
<b>Program Manager</b>	
Functional responsibility	<ul style="list-style-type: none"> <li>• Plans, directs, coordinates, and controls technical and administrative activities for an entire program.</li> <li>• Manages and controls the effort provided by others, and develops and implements program strategy and tactics.</li> <li>• Develops cost, technical, and schedule baselines and controls the program accordingly.</li> <li>• Establishes individual performance criteria, hires appropriate staff, and oversees their application.</li> <li>• Anticipates program problems and risks, and works to mitigate them.</li> <li>• Monitors program tasks and regularly briefs client management orally and in writing, concerning problems encountered and accomplishments.</li> <li>• Responsible for keeping time and budget commitments for the company. For small tasks, where a task lead does not exist, he/she:               <ul style="list-style-type: none"> <li>○ May serve as technical lead for the project.</li> <li>○ May provide supervisory, technical, and administrative direction to the staff.</li> <li>○ May evaluate staff performance and review work products on a daily basis.</li> </ul> </li> </ul>
Minimum education	<p><b>Bachelor's degree, or equivalent, and six (6) years of general experience. Six (6) years of general experience is considered equivalent to a Bachelor's degree. With a Master's degree, four (4) years of specific experience is required.</b></p>
Minimum /general experience	<p><b>6-10 years of experience (except where education compensates) in information technology of which at least 4 years managing information technology contract performance.</b></p> <ul style="list-style-type: none"> <li>• Demonstrated leadership and management skills commensurate with experience.</li> <li>• Capable of exercising overall program management.</li> <li>• Experienced in using automated project management products.</li> <li>• Seasoned in developing and implementing program management plans and procedures, as well as work plans, schedules, and budgets.</li> </ul>

<b>Senior Project Manager</b>	
Functional responsibility	<ul style="list-style-type: none"> <li>• Provides overall direction and project management of the analysis, design, and implementation of corporate applications.</li> <li>• Projects may include the development of new applications, modifications to existing applications, or integration with existing applications.</li> <li>• Ensures efficient use of personnel and equipment assigned to projects.</li> </ul>
Minimum education	Bachelor's degree, or equivalent, and eight (8) years of general experience. Six (6) years of general experience is considered equivalent to a Bachelor's degree. With a Master's degree, 2 years general experience is required.
Minimum /general experience	<p>Requires more than 6 years experience with a conceptual and working knowledge of software engineering, software development, operating systems, files systems, database systems, and data communications.</p> <ul style="list-style-type: none"> <li>• Specific working knowledge of Internet programming languages and development environments is required.</li> <li>• Knowledge of industry applications and implementation techniques is required.</li> <li>• Understanding related to Project Management tools and techniques is essential.</li> </ul>

<b>Project Manager</b>	
Functional responsibility	<ul style="list-style-type: none"> <li>• Provides overall direction and project management of the analysis, design, and implementation of corporate applications.</li> <li>• Projects may include the development of new applications, modifications to existing applications, or integration with existing applications.</li> <li>• Ensures efficient use of personnel and equipment assigned to projects.</li> </ul>
Minimum education	Bachelor's degree, or equivalent, and four (4) years of general experience. Six (6) years of general experience is considered equivalent to a Bachelor's degree. With a Master's degree, no specific experience is required.
Minimum /general experience	<p>Requires more than 4 years experience with a conceptual and working knowledge of software engineering, software development, operating systems, files systems, database systems, and data communications.</p> <ul style="list-style-type: none"> <li>• Specific working knowledge of Internet programming languages and development environments is required.</li> <li>• Knowledge of industry applications and implementation techniques is required.</li> <li>• Understanding related to Project Management tools and techniques is essential.</li> </ul>

<b>Administrative Assistant</b>	
Functional responsibility	<ul style="list-style-type: none"> <li>• Provides administrative and management support for a wide range of office functions</li> <li>• Ensures that programs are monitored, that goals and objectives are set.</li> <li>• Requires substantial coordination and interface with other offices</li> <li>• Ensures efficient use of personnel and equipment assigned to projects.</li> </ul>
Minimum education	Associate degree, or equivalent, and two (2) years of general experience. Two (2) years of general experience is considered equivalent to an Associate degree. With a Bachelor's degree, no specific experience is required.
Minimum/general experience	<p>Requires more than 2 years experience in program support, including preparation of presentation materials, program documentation, basic analysis, and development of program materials.</p> <ul style="list-style-type: none"> <li>• Specific working knowledge of Microsoft Windows Software including Work, PowerPoint, and Excel.</li> <li>• Understanding related to Project Management tools and techniques is essential.</li> </ul>

<b>Senior Enterprise Microsoft Architect</b>	
Functional responsibility	<ul style="list-style-type: none"> <li>• Plan, coordinate and manage enterprise deployment of the windows platform throughout an entire organization.</li> <li>• Functions as the most senior technical authority on a given project, serving as the final gate-keeper for all critical technology decisions.</li> <li>• Must be familiar expert in such areas as Active Directory, PKI, Exchange Server, Windows 2000/XP</li> <li>• Also responsible for providing technical leadership during crucial, early phases of an information technology initiative, focusing particularly on requirements gathering, technology selection, and initial systems design.</li> <li>• Requires a complete understanding and mastery of the information system development lifecycle, as well as planning and estimating experience required on complex design and development projects.</li> <li>• May train junior level personnel in technical complexities of assigned work</li> <li>• Act as focal point in defining and executing enterprise design activities within a project.</li> <li>• Recognized for high achievements and technical expertise by Microsoft or other certifying organizations</li> <li>• Reviews progress with management.</li> </ul>
Minimum education	Bachelor's degree, or equivalent, and fifteen (15) years of general experience. Six (6) years of general experience is considered equivalent to a Bachelor's degree. With a Master's degree, eight (8) years of general experience is required. With a Ph.D., four (4) years of general experience is required. Also required is ten (10) years of applicable experience designing, deploying, and/or managing Microsoft architectures in the enterprise.
Minimum/general experience	<p>Works in a lead position and offers over 15 years of professional experience (except where education compensates).</p> <ul style="list-style-type: none"> <li>• Understands system configuration, hardware, and current software products.</li> <li>• Participates in the entire system development process.</li> </ul>

	<ul style="list-style-type: none"> <li>• For maintenance/enhancement, he/she uses that knowledge to diagnose system problems and work with junior staff to correct them, through hardware upgrades, software modifications, and/or network reconfiguration.</li> <li>• Adept at documenting the system specifications and performance parameters, and in written and verbal communication</li> </ul>
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<b>Enterprise Microsoft Architect</b>	
<p>Functional responsibility</p>	<ul style="list-style-type: none"> <li>• Plan, coordinate and manage enterprise deployment of the windows platform throughout an entire organization.</li> <li>• Functions as the most senior technical authority on a given project, serving as the final gate-keeper for all critical technology decisions.</li> <li>• Must be familiar expert in such areas as Active Directory, PKI, Exchange Server, Windows 2000/XP</li> <li>• Also responsible for providing technical leadership during crucial, early phases of an information technology initiative, focusing particularly on requirements gathering, technology selection, and initial systems design.</li> <li>• Requires a complete understanding and mastery of the information system development lifecycle, as well as planning and estimating experience required on complex design and development projects.</li> <li>• May train junior level personnel in technical complexities of assigned work</li> <li>• Act as focal point in defining and executing enterprise design activities within a project.</li> <li>• Recognized for high achievements and technical expertise by Microsoft or other certifying organizations</li> <li>• Reviews progress with management.</li> </ul>
<p>Minimum education</p>	<p>Bachelor's degree, or equivalent, and ten (10) years of general experience. Six (6) years of general experience is considered equivalent to a Bachelor's degree. With a Master's degree, eight (8) years of general experience is required. With a Ph.D., four (4) years of general experience is required. Also required is eight (8) years of applicable experience designing, deploying, and/or managing Microsoft architectures in the enterprise.</p>
<p>Minimum/general experience</p>	<p>Works in a lead position and offers over 10 years of professional experience (except where education compensates).</p> <ul style="list-style-type: none"> <li>• Understands system configuration, hardware, and current software products.</li> <li>• Participates in the entire system development process.</li> <li>• For maintenance/enhancement, he/she uses that knowledge to diagnose system problems and work with junior staff to correct them, through hardware upgrades, software modifications, and/or network reconfiguration.</li> <li>• Adept at documenting the system specifications and performance parameters, and in written and verbal communication</li> </ul>

<b>Senior Subject Matter Expert</b>	
Functional responsibility	<ul style="list-style-type: none"> <li>• Possesses and applies a comprehensive knowledge of particular field of specialization to the completion of difficult assignments.</li> <li>• Functions as the most senior technical authority on a given project, serving as the final gate-keeper for all critical technology decisions.</li> <li>• Also responsible for providing technical leadership during crucial, early phases of an information technology initiative, focusing particularly on requirements gathering, technology selection, and initial systems design.</li> <li>• Requires a complete understanding and mastery of the information system development lifecycle, as well as planning and estimating experience required on complex design and development projects.</li> <li>• May train junior level personnel in technical complexities of assigned work</li> <li>• Provides technical management and direction for problem definition, analysis and requirements development and implementation for complex systems in the subject matter area.</li> <li>• Recognized for achievements and technical expertise in subject matter.</li> <li>• Reviews progress with management.</li> </ul>
Minimum education	<p>Bachelor's degree, or equivalent, and fifteen (15) years of general experience. Six (6) years of general experience is considered equivalent to a Bachelor's degree. With a Master's degree, eight (8) years of general experience is required. With a Ph.D., four (4) years of general experience is required. Also required is ten (10) years of applicable experience in their field.</p>
Minimum /general experience	<p>Works in a lead position and offers over 15 years of professional experience (except where education compensates).</p> <ul style="list-style-type: none"> <li>• Understands system configuration, hardware, and current software products.</li> <li>• Participates in the entire system development process.</li> <li>• For maintenance/enhancement, he/she uses that knowledge to diagnose system problems and work with junior staff to correct them, through hardware upgrades, software modifications, and/or network reconfiguration.</li> <li>• Adept at documenting the system specifications and performance parameters, and in written and verbal communication</li> </ul>

<b>Subject Matter Expert</b>	
Functional responsibility	<ul style="list-style-type: none"> <li>• Possesses and applies a comprehensive knowledge of particular field of specialization to the completion of difficult assignments.</li> <li>• Functions as a senior technical authority on a given project, serving as a primary decision maker for technology decisions.</li> <li>• Also responsible for providing technical leadership during crucial, early phases of an information technology initiative, focusing particularly on requirements gathering, technology selection, and initial systems design.</li> <li>• Requires a thorough understanding of the information system development lifecycle, as well as planning and estimating experience required on complex design and development projects.</li> <li>• May train junior level personnel in technical complexities of assigned work</li> </ul>

	<ul style="list-style-type: none"> <li>• <b>Recommends changes in procedures</b></li> <li>• <b>Operates with full latitude for actions or decisions not reviewed</b></li> <li>• <b>Reviews progress with management.</b></li> </ul>
Minimum education	<p><b>Bachelor's degree, or equivalent, and ten (10) years of general experience. Six (6) years of general experience is considered equivalent to a Bachelor's degree. With a Master's degree, four (4) years of general experience is required. With a Ph.D., two (2) years of general experience is required. Also required is ten (8) years of applicable experience in their field</b></p>
Minimum /general experience	<p><b>Works in a lead position and offers over 10 years of professional experience (except where education compensates).</b></p> <ul style="list-style-type: none"> <li>• <b>Understands system configuration, hardware, and current software products.</b></li> <li>• <b>Participates in the entire system development process.</b></li> <li>• <b>For maintenance/enhancement, he/she uses that knowledge to diagnose system problems and work with junior staff to correct them, through hardware upgrades, software modifications, and/or network re-configuration.</b></li> <li>• <b>Adept at documenting the system specifications and performance parameters, and in written and verbal communication</b></li> </ul>

<b>Senior Systems Engineer</b>	
Functional responsibility	<ul style="list-style-type: none"> <li>• <b>Possesses and applies a comprehensive knowledge of particular field of specialization to the completion of difficult assignments.</b></li> <li>• <b>Under general supervision, he/she plans, conducts and may supervise assignments; reviews progress and evaluates results</b></li> <li>• <b>May train junior levels personnel in technical complexities of assigned work</b></li> <li>• <b>Recommends changes in procedures</b></li> <li>• <b>Operates with substantial latitude for actions or decisions not reviewed</b></li> <li>• <b>Reviews progress with management.</b></li> </ul>
Minimum education	<p><b>Bachelor's degree, or equivalent, and six (6) years of general experience. Six (6) years of general experience is considered equivalent to a Bachelor's degree. With a Master's degree, four (4) years of general experience is required. With a Ph.D., two (2) years of general experience is required.</b></p>
Minimum /general experience	<p><b>Works in a lead position and offers over 6 years of professional experience (except where education compensates).</b></p> <ul style="list-style-type: none"> <li>• <b>Understands system configuration, hardware, and current software products.</b></li> <li>• <b>Participates in the entire system development process.</b></li> <li>• <b>For maintenance/enhancement, he/she uses that knowledge to diagnose system problems and work with junior staff to correct them, through hardware upgrades, software modifications, and/or network reconfiguration.</b></li> <li>• <b>Adept at documenting the system specifications and performance parameters, and in written and verbal communication</b></li> </ul>

<b>Systems Engineer</b>	
Functional responsibility	<ul style="list-style-type: none"> <li>• Offers broad knowledge of applying automation systems principles, practices, and procedures and can complete moderately complex assignments with little supervision.</li> <li>• Can communicate well with third-party vendors, client staff, and corporate management to resolve problems quickly and suggest overall changes.</li> <li>• Able to provide expert and creative solutions to complex user problems quickly, employing solid writing and communication skills.</li> </ul>
Minimum education	Bachelor's degree, or equivalent, and two (2) years of general experience. Six (6) years of general experience is considered equivalent to a Bachelor's degree. With a Master's degree, no experience is required.
Minimum /general experience	<p>2-5 years of progressive technical experience.</p> <ul style="list-style-type: none"> <li>• Participates in the entire system development process, and is assigned tasks according to their level of experience.</li> <li>• Well versed in the use of current and/or legacy client/server software, hardware, and configuration.</li> <li>• Analyzes and evaluates existing or proposed systems and devises computer systems to process data.</li> <li>• Possesses solid writing and communications skills.</li> </ul>

<b>Senior Network Engineer</b>	
Functional responsibility	<ul style="list-style-type: none"> <li>• Performs analysis, planning, design, engineering, implementation management, and support of communications systems to include local, wide, and metropolitan area networks and information technology infrastructure, e.g., fiber optic cable, copper cable, and FDDI.</li> <li>• Documents the existing information technology architectures for campuses and enterprises, assists in the design of target architectures, and assists in devising migration strategies to achieve the target architectures.</li> <li>• Estimates the cost of implementation of target architectures to include installation and allied support construction.</li> <li>• May serve as task or project leader.</li> </ul>
Minimum education	Bachelor's degree or equivalent and six (6) years of general experience. Six (6) years of general experience is considered equivalent to a Bachelor's degree. With a Master's degree, three (3) years of general experience is required.
Minimum /general experience	<p>6 or more years experience (except where education compensates) in communications systems and networks including system analysis, design, engineering, development, implementation, or support with some involvement in complex projects.</p> <ul style="list-style-type: none"> <li>• Additional experience should include functional knowledge of the systems to be worked on and may include modeling and simulation, message protocols, communications security, radio propagation, and radio path engineering.</li> </ul>

<b>Network Engineer</b>	
Functional responsibility	<ul style="list-style-type: none"> <li>• Performs analysis, planning, design, engineering, implementation management, and support of communications systems to include local, wide, and metropolitan area networks and information technology infrastructure, e.g., fiber optic cable, copper cable, and FDDI.</li> <li>• Documents the existing information technology architectures for campuses and enterprises, assists in the design of target architectures, and assists in devising migration strategies to achieve the target architectures.</li> <li>• Estimates the cost of implementation of target architectures to include installation and allied support construction.</li> </ul>
Minimum education	Bachelor's degree or equivalent and three (3) years of general experience. Six (6) years of general experience is considered equivalent to a Bachelor's degree.
Minimum /general experience	<p>3-6 years experience in communications systems and networks including system analysis, design, engineering, development, implementation, or support with some involvement in complex projects.</p> <ul style="list-style-type: none"> <li>• Additional experience should include functional knowledge of the systems to be worked on and may include modeling and simulation, signal processing, message protocols, and communications security.</li> </ul>

<b>Senior Computer/Network Security Specialist</b>	
Functional responsibility	<ul style="list-style-type: none"> <li>• Performs analysis on computer systems to determine vulnerabilities and security requirements.</li> <li>• Designs, develops, engineers, and implements computer security solutions.</li> <li>• Undertakes significant analysis within software and/or communications programs, business processes, and/or functional process.</li> <li>• Defines, designs, and specifies processes and procedures supporting the implementation of computer security solutions.</li> </ul>
Minimum education	Bachelor's degree or equivalent and eight (8) years of general experience. Six (6) years of general experience is considered equivalent to a Bachelor's degree. With a Master's degree, four (4) years of general experience is required.
Minimum /general experience	<p>8 or more years experience (except where education compensates) in computer systems security, including a working knowledge of multi-level security.</p> <ul style="list-style-type: none"> <li>• Experience in defining computer security requirements for applications, evaluation of security product capabilities, and developing solutions for computer security problems.</li> </ul>

<b>Computer/Network Security Specialist</b>	
Functional responsibility	<ul style="list-style-type: none"> <li>• Performs analysis on computer systems to determine vulnerabilities and security requirements. Designs, develops, engineers, and implements computer security solutions.</li> <li>• Undertakes significant analysis within software and/or communications program, business processes, and/or functional processes.</li> <li>• Defines, designs, and specifies processes and procedures supporting the implementation of computer security solutions</li> </ul>
Minimum education	Bachelor's degree or equivalent and four (4) years of general experience. Six (6) years of general experience is considered equivalent to a Bachelor's degree.
Minimum /general experience	<p>Minimum of 4 years experience in computer systems security.</p> <ul style="list-style-type: none"> <li>• Experience in defining computer security requirements for applications or systems, or evaluation of security product capabilities, or developing solutions for computer security problems, or developing and writing computer Security Policies.</li> </ul>

<b>Senior LAN/Systems Administrator</b>	
Functional responsibility	<ul style="list-style-type: none"> <li>• Possesses and applies a comprehensive knowledge in LAN administration.</li> <li>• Offers well-developed leadership skills. He/she leads the effort to design, test, installation, implementation, and maintenance of computer networks.</li> <li>• Operates computer networks, identifies and solves problems, and handles restart/recover, additions, deletions and modifications of workstations and servers.</li> <li>• Communicates well with end users.</li> <li>• May provide team leadership to less experienced LAN administrators.</li> </ul>
Minimum education	Bachelor's degree or equivalent and six (6) years of general experience. Four (4) years of general experience is considered equivalent to a Bachelor's degree. With a Master's degree, four (4) years of general experience is required.
Minimum /general experience	<p>Specialist offering 6 or more years of professional experience.</p> <ul style="list-style-type: none"> <li>• Understands LAN configuration, hardware, and current software products.</li> <li>• Uses their knowledge to diagnose LAN problems and work with junior staff to correct them.</li> <li>• Adept at documenting the LAN specifications and performance parameters, and in written and verbal communication.</li> </ul>

<b>LAN/Systems Administrator</b>	
Functional responsibility	<ul style="list-style-type: none"> <li>Assists in the design, test, installation, implementation, and maintenance of computer networks.</li> <li>Operates computer networks, identifies and solves problems, and handles restart/recover, additions, deletions and modifications of workstations and servers.</li> <li>Communicates well with end users.</li> </ul>
Minimum education	<b>Bachelor's degree or equivalent and two (2) years of general experience. Four (4) years of general experience is considered equivalent to a Bachelor's degree.</b>
Minimum/general Experience	<b>2-5 years of professional experience.</b> <ul style="list-style-type: none"> <li>Assigned tasks according to their level of experience.</li> <li>Possesses solid writing and communications skills</li> </ul>

<b>Help Desk Manager</b>	
Functional responsibility	<b>Has overall responsibility for Help Desk Staff and the activities associated with the identification, prioritization, and resolution of Service Incidents and Requests. Coordinates Help Desk resources to ensure that all events are properly coordinated, monitored, logged, tracked and resolved appropriately. May maintain responsibility for development, maintenance and integrity of help desk software. Assigns personnel to various activities supporting customers; coordinates with higher levels of support to improve support processes; prepares Service Level Reports.</b>
Minimum education	<b>Bachelors Degree and Six (6) years of documented relevant experience; Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.</b>
Minimum/general Experience	<b>Expertise with appropriate desktop systems and IT services. Excellent ability to communicate orally and in writing with significant experience interfacing with clients and customers and handling sensitive issues. Two to three years progressively responsible computer operations, network management and/or desktop support experience.</b>

<b>Senior Help Desk Specialist</b>	
Functional responsibility	<b>Serves as a Senior member of an enterprise Information Technology Help Desk staff providing technical leadership and effective customer service to ensure the prompt identification, prioritization, logging, tracking, and resolution of Service Incidents and Requests. Serves as a primary point of contact for all customer issues and queries. Uses listening, communications, and technical skills to meet customer requests and resolve customer or service issues. Coordinates technical support with higher levels of support. Ensures that all events are properly coordinated, monitored, logged, tracked and resolved appropriately. May perform customization and administration of help desk software. May supervise one or more Help Desk or Junior Help Desk Specialists.</b>

Minimum education	<b>Bachelors Degree and Four (4) years of documented relevant experience; Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.</b>
Minimum /general Experience	<b>Experience in problem resolution of systems and services. Requires user proficiency with PC hardware, standard software, and specialized applications, and effective oral and written communication skills to explain technical situations, present information, and provide training. Must have knowledge of the office suite and desktop applications required.</b>

### Help Desk Specialist

Functional responsibility	<b>Serves as a member of an enterprise Information Technology Help Desk staff providing technical expertise and effective customer service to ensure the prompt identification, prioritization, logging, tracking, and resolution of Service Incidents and Requests. Serves as a primary point of contact for all customer issues and queries. Uses listening, communications, and technical skills to meet customer requests and resolve customer or service issues. Coordinates technical support with higher levels of support. Ensures that all events are properly coordinated, monitored, logged, tracked and resolved appropriately. May perform administration of help desk software.</b>
Minimum education	<b>Bachelors Degree and Two (2) years of documented relevant experience; Associates Degree together with two (2) years of documented relevant experience, may be substituted for the Bachelors Degree.</b>
Minimum /general Experience	<b>Experience in problem resolution of systems and services. Requires user proficiency with PC hardware, standard software, and specialized applications, and effective oral and written communication skills to explain technical situations, present information, and provide training. Must have knowledge of the office suite and desktop applications required.</b>

### Junior Help Desk Specialist

Functional responsibility	<b>Serves as a junior member of an enterprise Information Technology Help Desk staff providing technical expertise and effective customer service to ensure the prompt identification, prioritization, logging, tracking, and resolution of Service Incidents and Requests. Serves as a primary point of contact for all customer issues and queries. Uses listening, communications, and technical skills to meet customer requests and resolve customer or service issues. Coordinates technical support with higher levels of support. Ensures that all events are properly coordinated, monitored, logged, tracked and resolved appropriately. Takes direction from more senior members of team.</b>
Minimum education	<b>Associates Degree together with two (2) years of documented relevant experience. Four (4) years relevant experience may be substituted for Associates Degree.</b>
Minimum /general Experience	<b>Demonstrated basic proficiency in troubleshooting systems and services. Must demonstrate proficiency with PC hardware, standard software, and specialized applications, and effective oral and written communication skills</b>

	<b>to explain technical situations, present information, and provide training. Must have knowledge of the office suite and desktop applications required.</b>
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<b>Senior SharePoint Consultant</b>	
Functional responsibility	<b>Plans, designs, implements, and supports information sharing and document collaboration processes utilizing Microsoft SharePoint and SharePoint related technologies. Provides subject matter expertise in implementing the technical infrastructure and business rules and governance for enterprise-deployments of SharePoint. Facilitates or conducts envisioning sessions by identifying candidate business processes and data for conversion to SharePoint. May design and develop custom SharePoint applications and integrations using Microsoft design and development tools and third-party applications.</b>
Minimum education	<b>Bachelor's degree or equivalent and eight (8) years of general experience, two (2) of which should be in SharePoint and related technologies. Four (4) years of general experience is considered equivalent to a Bachelor's degree.</b>
Minimum/general Experience	<b>Demonstrated expertise in SharePoint design, development, and implementation. Demonstrated expertise with supporting technologies to include other Microsoft Server and Client products.</b>

<b>SharePoint Consultant</b>	
Functional responsibility	<b>Implements and supports information sharing and document collaboration processes utilizing SharePoint and SharePoint related technologies. Provides subject matter expertise in implementing the technical infrastructure and business rules and governance for enterprise-deployments of SharePoint. Supports envisioning sessions by identifying candidate business processes and data for conversion to SharePoint. Provides systems and database administration support in a SharePoint sustainment role.</b>
Minimum education	<b>Bachelor's degree or equivalent and four (4) years of general experience, 2 (2) of which should be in related technologies. Four (4) years of general experience is considered equivalent to a Bachelor's degree.</b>
Minimum/general Experience	<b>Demonstrated expertise in SharePoint design, development, and implementation. Demonstrated expertise with supporting technologies to include other Microsoft Server and Client products.</b>

<b>Senior IT Training Specialist</b>	
Functional responsibility	<b>Develops and delivers training, outreach and facilitation programs in support of complex Information Technology systems and services. Works with clients to establish learning objectives, training platforms, and delivery channels. Evaluates the effectiveness of existing training programs and exercises. Interacts with stakeholders and subject matter experts to ensure technical accuracy of instructional content. May oversee or perform the development of multi-media Computer Based Training (CBT) materials.</b>
Minimum education	<b>Bachelor's degree or equivalent and eight (8) years of general experience, four (4) in a Training related role. Four (4) years of general experience is considered equivalent to a Bachelor's degree.</b>
Minimum /general Experience	<b>Demonstrated experience developing and delivering training in a variety of formats and media. Ability to provide direction to other trainers.</b>

<b>IT Training Specialist</b>	
Functional responsibility	<b>Develops and delivers training, outreach and facilitation programs in support of complex Information Technology systems and services. Works with clients to establish learning objectives, training platforms, and delivery channels. Evaluates the effectiveness of existing training programs and exercises. Interacts with stakeholders and subject matter experts to ensure technical accuracy of instructional content. May oversee or perform the development of multi-media Computer Based Training (CBT) materials.</b>
Minimum education	<b>Bachelor's degree or equivalent and four (4) years of general experience, 2 (2) in a Training related role. Four (4) years of general experience is considered equivalent to a Bachelor's degree.</b>
Minimum /general Experience	<b>Demonstrated experience developing and delivering training in a variety of formats and media. Ability to provide direction to more junior trainers.</b>

<b>Junior IT Training Specialist</b>	
Functional responsibility	<b>Prepares and delivers training, outreach and facilitation efforts in support of complex Information Technology systems and services. May assist more senior training specialists in the development, coordination, and delivery of training sessions. May develop multi-media Computer Based Training (CBT) materials.</b>
Minimum education	<b>Bachelor's degree or equivalent. Four (4) years of general experience is considered equivalent to a Bachelor's degree.</b>
Minimum /general Experience	<b>Demonstrated experience delivering training in a variety of formats and media.</b>

<b>Senior Database Administrator</b>	
Functional responsibility	<b>Provides highly technical expertise in the use of relational and/or object-oriented database management systems. Proactively and retroactively resolves program and system problems through dumps and other debugging techniques. Provides data and storage management technical leadership and subject matter expertise to support critical projects. Defines file organization, indexing methods and security procedures for specific user applications. Specialized experience in designing DBMS architectures in client-server and web-centric environments.</b>
Minimum education	<b>Bachelor's degree or equivalent and eight (8) years of general experience, four (4) years experience with Database technologies. Four (4) years of general experience is considered equivalent to a Bachelor's degree.</b>
Minimum /general Experience	<b>Demonstrated experience providing technical and project leadership for database requirements; demonstrated experience managing and troubleshooting database systems.</b>

<b>Database Administrator</b>	
Functional responsibility	<b>Provides highly technical expertise in the use of relational and/or object-oriented database management systems. Proactively and retroactively resolves program and system problems through dumps and other debugging techniques. Supports deployment and support projects by providing database and data storage expertise. Defines file organization, indexing methods and security procedures for specific user applications.</b>
Minimum education	<b>Bachelor's degree or equivalent and four (4) years of general experience, two (2) years experience with Database technologies. Four (4) years of general experience is considered equivalent to a Bachelor's degree.</b>
Minimum /general Experience	<b>Demonstrated experience supporting projects and systems with database expertise; demonstrated experience managing and troubleshooting database systems.</b>

<b>Junior Database Administrator</b>	
Functional responsibility	<b>Provides technical expertise in the use of relational and/or object-oriented database management systems. Proactively and retroactively resolves program and system problems through dumps and other debugging techniques. Supports deployment and support projects by providing database and data storage expertise. Defines file organization, indexing methods and security procedures for specific user applications.</b>
Minimum education	<b>Bachelor's degree or equivalent and two (2) years of general experience. Four (4) years of general experience is considered equivalent to a Bachelor's degree.</b>
Minimum /general Experience	<b>Demonstrated experience supporting projects and systems with database expertise; demonstrated experience managing and troubleshooting database systems.</b>

<b>Technical Writer</b>	
Functional responsibility	<b>Writes a variety of technical articles, reports, brochures, and/or manuals for documentation for a wide range of uses. Coordinates the display of graphics and the production of the document.</b>
Minimum education	<b>Bachelor's degree or equivalent and two (2) years of general experience. Four (4) years of general experience is considered equivalent to a Bachelor's degree.</b>
Minimum /general Experience	<b>Demonstrated experience supporting projects and systems with technical writing expertise.</b>

<b>Quality Assurance Analyst</b>	
Functional responsibility	<b>Under general supervision, carries out procedures to ensure that all information systems, products and services meet minimum organization standards and end user requirements. Thoroughly tests software to ensure proper operation and freedom from defects. Documents and works to resolve all problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Performs workflow analysis and recommends quality improvements. Frequently reports to a Quality Assurance Manager.</b>
Minimum education	<b>Bachelor's degree or equivalent and two (2) years of general experience. Four (4) years of general experience is considered equivalent to a Bachelor's degree.</b>
Minimum /general Experience	<b>Demonstrated experience supporting projects and systems with quality assurance expertise; demonstrated experience managing quality assurance process. A minimum of 2 year QA experience necessary</b>

<b>Senior Quality Assurance Analyst</b>	
Functional responsibility	<b>Under general supervision, carries out procedures to ensure that all information systems, products and services meet minimum organization standards and end user requirements. Thoroughly tests software to ensure proper operation and freedom from defects. Documents and works to resolve all problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Performs workflow analysis and recommends quality improvements. Frequently reports to a Quality Assurance Manager.</b>
Minimum education	<b>Bachelor's degree or equivalent and two (2) years of general experience. Four (4) years of general experience is considered equivalent to a Bachelor's degree.</b>
Minimum /general Experience	<b>Demonstrated experience supporting projects and systems with quality assurance expertise; demonstrated experience managing quality assurance process. A minimum of 4 years QA experience necessary combined with demonstrate ability to work with and manage a team.</b>

<b>Consultant</b>	
Functional responsibility	<b>Works with end user groups to evaluate and solve technical problems. Evaluates existing systems and/or user needs to analyze, design, recommend, and implement system changes.</b>
Minimum education	<b>Bachelor's degree or equivalent and two (2) years of general experience. Four (4) years of general experience is considered equivalent to a Bachelor's degree.</b>
Minimum /general Experience	<b>Demonstrated experience supporting projects and systems; demonstrated experience managing information services processes. A minimum of 2-6 years industry work experience is required depending on subject matter.</b>

<b>Labor Rates</b>
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**Effective Dates as Listed in Table Header**

<b>LABOR CATEGORIES</b>	<b>SIN</b>	<b>6/1/13 - 5/31/14</b>	<b>6/1/14 - 5/31/15</b>	<b>6/1/15 - 5/31/16</b>	<b>6/1/16 - 5/31/17</b>	<b>6/1/17 - 5/31/18</b>	<b>6/1/18 - 5/31/19</b>
Administrative Assistant	132-51	\$57.53	\$57.53	\$58.68	\$59.85	\$61.05	\$62.27
LAN/Systems Administrator	132-51	\$119.85	\$119.85	\$122.25	\$124.70	\$127.19	\$129.73
Senior LAN/Systems Administrator	132-51	\$153.41	\$153.41	\$156.48	\$159.61	\$162.80	\$166.06
Computer/Network Security Specialist	132-51	\$143.82	\$143.82	\$146.70	\$149.63	\$152.62	\$155.67
Senior Computer/Network Security Specialist	132-51	\$167.79	\$167.79	\$171.15	\$174.57	\$178.06	\$181.62
Network Engineer	132-51	\$134.23	\$134.23	\$136.91	\$139.65	\$142.44	\$145.29
Senior Network Engineer	132-51	\$153.41	\$153.41	\$156.48	\$159.61	\$162.80	\$166.06
Systems Engineer	132-51	\$134.23	\$134.23	\$136.91	\$139.65	\$142.44	\$145.29
Senior Systems Engineer	132-51	\$153.41	\$153.41	\$156.48	\$159.61	\$162.80	\$166.06
Project Manager	132-51	\$134.23	\$134.23	\$136.91	\$139.65	\$142.44	\$145.29
Senior Project Manager	132-51	\$172.58	\$172.58	\$176.03	\$179.55	\$183.14	\$186.80
Program Manager	132-51	\$191.76	\$191.76	\$195.60	\$199.51	\$203.50	\$207.57
Subject Matter Expert	132-51	\$206.14	\$206.14	\$210.26	\$214.47	\$218.76	\$223.14
Senior Subject Matter Expert	132-51	\$239.70	\$239.70	\$244.49	\$249.38	\$254.37	\$259.46
Enterprise Microsoft Architect	132-51	\$254.08	\$254.08	\$259.16	\$264.34	\$269.63	\$275.02
Senior Enterprise Microsoft Architect	132-51	\$287.64	\$287.64	\$293.39	\$299.26	\$305.25	\$311.36
Help Desk Manager	132-51	\$102.42	\$102.42	\$104.47	\$106.56	\$108.69	\$110.86
Senior Help Desk Specialist	132-51	\$93.70	\$93.70	\$95.57	\$97.48	\$99.43	\$101.42
Help Desk Specialist	132-51	\$84.98	\$84.98	\$86.68	\$88.41	\$90.18	\$91.98
Junior Help Desk Specialist	132-51	\$75.18	\$75.18	\$76.68	\$78.21	\$79.77	\$81.37
Senior SharePoint Consultant	132-51	\$174.33	\$174.33	\$177.82	\$181.38	\$185.01	\$188.71
SharePoint Consultant	132-51	\$136.19	\$136.19	\$138.91	\$141.69	\$144.52	\$147.41
Senior IT Training Specialist	132-51	\$125.30	\$125.30	\$127.81	\$130.37	\$132.98	\$135.64
IT Training Specialist	132-51	\$114.40	\$114.40	\$116.69	\$119.02	\$121.40	\$123.83
Junior IT Training Specialist	132-51	\$93.70	\$93.70	\$95.57	\$97.48	\$99.43	\$101.42
Senior Database Administrator	132-51	\$174.33	\$174.33	\$177.82	\$181.38	\$185.01	\$188.71
Database Administrator	132-51	\$136.19	\$136.19	\$138.91	\$141.69	\$144.52	\$147.41
Junior Database Administrator	132-51	\$93.70	\$93.70	\$95.57	\$97.48	\$99.43	\$101.42
Technical Writer	132-51	\$74.47	\$74.47	\$75.96	\$77.48	\$79.03	\$80.61
Quality Assurance Analyst	132-51	\$80.33	\$80.33	\$81.94	\$83.58	\$85.25	\$86.96
Senior Quality Assurance Analyst	132-51	\$100.07	\$100.07	\$102.07	\$104.11	\$106.19	\$108.31
Consultant	132-51	\$155.39	\$155.39	\$158.50	\$161.67	\$164.90	\$168.20

**Technical Assesment Reviews**

<b>FEE STRUCTURE</b>	<b>Special Item Number</b>	<b>6/1/13 - 5/31/14</b>	<b>6/1/14 - 5/31/15</b>	<b>6/1/15 - 5/31/16</b>	<b>6/1/16 - 5/31/17</b>	<b>6/1/17 - 5/31/18</b>	<b>6/1/18 - 5/31/19</b>
<b>Flat Fee (up to 80 hours)</b>	132-51	\$16,540.04	\$16,540.04	\$16,870.84	\$17,208.26	\$17,552.43	\$17,903.48
<b>Hourly Rate in excess of 80 hours (Time and Materials)</b>	132-51	\$232.60	\$232.60	\$237.25	\$242.00	\$246.84	\$251.78

**\*Note: The above listed rates are effective for 12 months from the end of the previous 12 month period**

**\*Note: The above listed rates shall be escalated 2.9% per annum or in accordance with the BLS ECI for Total Compensation for Professional Specialty with special consideration for the Information Technology Industry referenced <http://www.bls.gov/news.release/eci.toc.htm> whichever is more.**