

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

**SPECIAL ITEM NUMBER 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.

**Qsack & Associates, Inc.**  
**2111 Wilson Boulevard, Suite 700**  
**Arlington, VA 22201**  
**(P) 703-351-5035 (F) 703-526-9781**  
**[www.qsack1.com](http://www.qsack1.com)**

Contract Number: GS-35F-0602N  
Period Covered by Contract: June 14, 2008 through June 13, 2013

General Services Administration  
Federal Acquisition Service

Pricelist current through Modification **#PA-0006**, dated **February 27, 2012**.

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

## Table of Contents

<u>Section</u>	<u>Page</u>
Information for Ordering Offices	4
Special Notices to Agencies	4
Small Business Participation	4
1. Geographic Scope of Contract	4
2. Contractor's Ordering Address and Payment Information	4
3. Liability for Injury or Damage	5
4. Statistical Data for Government Ordering Office Completion of Standard Form 279	5
5. FOB Destination	5
6. Delivery Schedule	5
7. Discounts	6
8. Trade Agreements Act of 1979, as amended	6
9. Statement Concerning Availability of Export Packing	6
10. Small Requirements	6
11. Maximum Order	6
12. Use of Federal Supply Service Information Technology Schedule Contracts. In Accordance With FAR 8.405	6
13. Federal Information Technology/Telecommunication Standards Requirements	6
13.1 Federal Information Processing Standards Publications (FIPS Pubs)	7
13.2 Federal Telecommunication Standards (Fed-Stds)	7
14. Contractor Tasks/Special Requirements	7
15. Contract Administration for Ordering Offices	8
16. GSA Advantage	8
17. Purchase of open Market Items	8
18. Contractor Commitments, Warranties and Representations	9
19. Overseas Activities	9
20. Blanket Purchase Agreements (BPA)	9
21. Contractor Team Arrangements	9
22. Installation, De-installation, Reinstallation	9
23. Section 508 Compliance	10
24. Prime Contractors Ordering From Federal Supply Schedules	10
25. Insurance	10
26. Software Interoperability	11
27. Advance payments	11

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

1. Scope	12
2. Performance Incentives	12
3. Order	12
4. Performance of Services	12
5. Stop Work Order (FAR 52.242-15) (AUG 1989)	13
6. Inspection of Services	13
7. Responsibilities of the Contractor	13
8. Responsibilities of the Ordering Activity	13
9. Independent Contractor	14
10. Organizational Conflicts of Interest	14
11. Invoices	14
12. Payments	14
13. Resumes	
15	
14. Incidental Support Costs	15
15. Approval of Subcontracts	15
16. Description of IT Services and Pricing	16
USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS	26
BEST VALUE BLANKET PURCHASE AGREEMENT	27
BLANKET PURCHASE AGREEMENT	28
BASIC GUIDELINES FOR USING CONTRACTOR TEAM ARRANGEMENTS	30

# 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](http://www.gsaadvantage.gov)). The catalogs/pricelists, GSA Advantage!™ and the Federal Acquisition Service Home Page ([www.gsa.gov/fas](http://www.gsa.gov/fas)) contain information on a broad array of products and services offered by small business concerns.

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

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

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

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

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

Offerors are requested to check one of the following boxes:

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

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

ORDERING ADDRESS:

**Attention: GSA Orders**

**Osack & Associates, Inc.**

**2111 Wilson Boulevard, Suite 700**

**Arlington, VA 22201**

PAYMENT ADDRESS:

**Attention: Accounting**

**Osack & Associates, Inc.**

**2111 Wilson Boulevard, Suite 700**

**Arlington, VA 22201**

Contractor must accept the credit card for payments equal to or less than the micro-purchase for oral or written orders under this contract. The Contractor and the ordering agency may agree to use the credit card for dollar amounts over 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:

**703-351-5035**

---

**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: **099312212**
- Block 30: Type of Contractor – **A. Small Disadvantaged Business**
- Block 31: Woman-Owned Small Business – **No.**
- Block 37: Contractor's Taxpayer Identification Number (TIN): **54-1702115**
- Block 40: Veteran Owned Small Business (VOSB): **No.**

- 4a. CAGE Code: **3B2T2**
- 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)
<b><u>132-51</u></b>	<b><u>30 Days</u></b>

- 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.

- c. i. SIN 132-54 and SIN 132-55, ACCELERATED SERVICE DELIVERY (7 calendar days or less): the time required for COMSATCOM services to be available after order award. Under Accelerated Service Task Orders, service acceptance testing, unless otherwise required by the satellite provider or host nation, shall be deferred until Ordering Activity operations permit.
- ii. SIN 132-54 and SIN 132-55, TIME-CRITICAL DELIVERY (4 hours or less): the time required for COMSATCOM services to be available after order award. Under Time-Critical Task Orders, service acceptance testing unless otherwise required by the satellite provider or host nation shall be deferred until Ordering Activity operations permit. Time-Critical Delivery shall be predicated on the availability of COMSATCOM transponded capacity

(contracted bandwidth and power, pre-arranged Host Nation Agreements, frequency clearance) or COMSATCOM subscription services (bandwidth, terminals, network resources, etc.).

iii. For SIN 132-54 and SIN 132-55, EXTENDED SERVICE DELIVERY TIMES: the time required under extenuating circumstances for COMSATCOM services to be available after order award. Such extenuating circumstances may include extended time required for host nation agreements or landing rights, or other time intensive service delivery requirements as defined in the individual requirement. Any such extended delivery times will be negotiated between the Ordering Activity and Contractor.

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

- a. Prompt Payment: None
- b. Quantity: None
- c. Dollar Volume: None
- d. Government Educational Institutions: Government Educational Institutions are offered the same discounts as all other Government customers.
- 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 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 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.gsadvantage.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. 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.
- c. The maintenance/repair service provided is the standard commercial terms and conditions for the type of products and/or services awarded.

**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:

None

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 or 132-9.

**23. SECTION 508 COMPLIANCE**

I certify that in accordance with 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d), FAR 39.2, and the Architectural and Transportation Barriers Compliance Board Electronic and Information Technology (EIT) Accessibility Standards (36 CFR 1194) General Services Administration (GSA), that all IT hardware/software/services are 508 compliant:

Yes **X**

No \_\_\_\_\_

The offeror is required to submit with its offer a designated area on its website that outlines the Voluntary Product Accessibility Template (VPAT) or equivalent qualification, which ultimately becomes the Government Product Accessibility Template (GPAT). Section 508 compliance information on the supplies and services in this contract are available at the following website address (URL): [www.gsack1.com](http://www.gsack1.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)**

**\*\*\*\*NOTE: All non-professional labor categories must be incidental to, and used solely to support professional services, and cannot be purchased separately.**

**1. SCOPE**

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT Professional 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 I-FSS-60 Performance Incentives (April 2000)**

- 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**

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS --COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I - OCT 2008) (DEVIATION I - FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts 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 (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 Professional Services.

## **9. INDEPENDENT CONTRACTOR**

All IT Professional 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 Professional 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 (MAR 2009) (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 (MAR 2009) (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 PROFESSIONAL SERVICES AND PRICING

Labor Category	GSA On-Site Hourly Rate	GSA Off-Site Hourly Rate
Program Manager	\$119.69	\$126.68
Project Manager	\$114.91	\$122.09
Senior Management Consultant	\$105.33	\$111.92
Junior Management Consultant	\$47.88	\$50.87
Management Consultant	\$71.81	\$76.31
Senior Network Engineer	\$71.81	\$76.31
Network Engineer	\$62.24	\$66.13
Junior Network Engineer	\$47.88	\$50.87
Systems Security Specialist	\$90.97	\$96.65
Help Desk Specialist	\$39.89	\$42.39
Systems Analyst	\$94.50	\$100.41
Systems Programmer	\$109.79	\$116.65
Senior Systems Programmer	\$114.00	\$121.12
Applications Systems Analyst/Programmer	\$90.45	\$96.11
Applications Systems Analyst/Systems Integrator	\$90.45	\$96.11
Systems Engineer	\$91.95	\$97.70
Senior Systems Software Engineer	\$120.44	\$127.97
Help Desk Specialist II	\$49.52	\$51.14
Computer Operator	\$47.15	\$50.10
Technical Writer	\$68.54	\$72.82
Senior Management Analyst	\$70.62	\$70.14
Tape Librarian	\$45.86	\$48.73

**Note 1.** If long distance travel is required during the performance of any services provided under this contract, QSACK & Associates, Inc., will agree to invoice all long distance travel costs in accordance with the Federal Travel Regulations (FTYR) or Joint Travel Regulations (JTA). **Note 2.** The hourly rates provided for both On-site and Off-site activities. **Note 3.** Any non-professional services proposed must be incidental to and in direct support of the proposed professional services.

## Labor Category Descriptions

### Program Manager

**Minimum/General Experience:** Minimum of twelve years experience. Each post-graduate degree equivalent to up to three years experience (postgraduate study may be substituted for experience at the rate of three credit hours of study for three months of experience, up to 36 credit hours).

**Functional Responsibility:** Senior member of management with ability to commit the firm and with extensive experience in systems development. Responsible for highest-level client liaison. Ability to secure necessary professional resources within the firm to meet requirements of project.

**Minimum Education:** A BA/BS degree in a related field such as Business Administration, Information Systems Management, Engineering Management, or technical degree such as Computer Science or Engineering.

### Project Manager

**Minimum/General Experience:** Ten (10) years of progressively more complex IT software development and/or IT management experience. Eight (8) years in supervision and management of substantive IT projects involving software development and/or systems integration.

**Functional Responsibility:** Consults with Contracting Officer's Technical Representative (COTR) and users to reduce costs and maximize efficiency in achieving the stated requirements. Plans, organizes, and controls the overall activities of the project, i.e., project management, technical work, quality of work, schedule, and costs associated with various task orders issued under the contract. Ensures that all activities conform to the terms and conditions of the contract and task-ordering procedures. Coordinates activities and seeks resolution of contractual and technical problems while working with the CO, the COTR and the Government project manager.

**Minimum Education:** A bachelor's degree in a related field such as Business Administration, Information Systems Management, Engineering Management, or technical degree such as Computer Science or Engineering.

### Senior Network Engineer

**Minimum/General Experience:** Six (6) years of progressively more complex experience designing LAN's and internetworking systems. Four (4) years experience with LAN/WAN interfacing, data communications, and network integration.

**Functional Responsibility:** Designs, configures, tests, implements and maintains telecommunications and LAN operation support activities, and supports application programmers working in that environment. Provides technical support in evaluating and resolving network and processor problems, Responsible for the design, configuration and implementation of Wide Area Networks (WANs). Evaluates network performance using hardware and software diagnostic tools, Participates in planning and installation of new networks and ADP hardware. Evaluates network changes for operational impact.

**Minimum Education:** Bachelor's Degree in a related field such as Computer Science, Electronic/Electrical Engineering.

## Network Engineer

**Minimum/General Experience:** Five (5) years of progressively more complex experience designing LAN's and internetworking systems. Three (3) years experience with LAN/WAN interfacing, data communications, and network integration.

**Functional Responsibility:** Works under general direction, Formulates/defines system scope and objectives. Devises or modifies procedures to solve moderately complex problems considering computer equipment capacity and limitations. Codes, tests, debugs, and documents computer programs. May be involved in related areas such as management and evaluation of commercial off-the-shelf (COTS) products.

**Minimum Education:** Bachelor's degree in Computer Science or a related field.

## Junior Network Engineer

**Minimum/General Experience:** Two (2) years of progressively more complex experience designing LAN's and internetworking systems. One (1) years experience with LAN/WAN interfacing, data communications, and network integration.

**Functional Responsibility:** Works under general direction. Formulates/defines system scope and objectives. Devises or modifies procedures to solve moderately complex problems considering computer equipment capacity and limitations. Codes, tests, debugs, and documents computer programs. May be involved in related areas such as management and evaluation of commercial-off-the-shelf (COTS) products.

**Minimum Education:** Associate's degree in Computer Science or a related field.

## Help Desk Specialist

**Minimum/General Experience:** Four (4) years experience in the analysis, specification, and integration of hardware components and software.

**Functional Responsibility:** Integrates hardware components and software including computers, peripherals, and telecommunications devices. Interfaces and integrates hardware and software, and analyzes hardware interface/integration requirements. Performs assessments of new hardware and software, and provides recommendations. Identifies site requirements.

**Minimum Education:** Bachelor's degree in Computer Science or a related field.

## Junior Management Consultant

**Minimum/General Experience:** One year of technical experience in applications software development, one of which is in systems analysis. Competent to work at a high technical level for all phases of applications systems analysis and programming activities.

**Functional Responsibility:** Works under close general direction. Formulates/defines system scope and objectives. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations. Prepares specifications from which programs will be written. Designs, codes, tests, debugs, and documents programs. May be involved in related areas such as database design/management, evaluation of commercial off-the-shelf (COTS) products, and analysis of network hardware/software issues.

**Minimum Education:** Associate's degree in Computer Science or a related field.

### Management Consultant

**Minimum/General Experience:** Three years of technical experience in applications software development, one of which is in systems analysis. Competent to work at a high technical level for all phases of applications systems analysis and programming activities.

**Functional Responsibility:** Works under general direction. Formulates/defines system scope and objectives. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations. Prepares detailed specifications from which programs will be written. Designs, codes, tests, debugs, and documents programs. May be involved in related areas such as database design/management, evaluation of commercial off-the-shelf (COTS) products, and analysis of network hardware/software issues. May provide guidance to other consultants

**Minimum Education:** Bachelor's degree in Computer Science or a related field.

### Senior Management Consultant

**Minimum/General Experience:** Five years of technical experience in applications software development, three of which are in systems analysis and one year, which is acting as technical lead to a team of programmers/analysts. Has a good understanding of the business or function for which the application is designed. Capable of managing the project.

**Functional Responsibility:** Plans, directs and monitors the work of team members. Sets priorities to meet the needs of users. Formulates/defines system scope and objectives. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations. Prepares detailed specifications from which programs will be written. Designs, codes, tests, debugs, and documents those programs. May be involved in related areas such as database design/management, evaluation of commercial off-the-shelf (COTS) products, and analysis of network hardware/software issues. May direct the work of other consultants.

**Minimum Education:** Bachelor's degree in Computer Science or a related field.

### Systems Security Specialist

**Minimum/General Experience:** Nine (9) years of information systems development experience including a minimum of seven (7) years of specialized experience as a computer security specialist working with large-scale interconnected systems that process all levels sensitive data.

**Functional Responsibility:** Analyzes criteria for access controls, storage, reproduction, transmission, and destruction of data maintained by automated systems requiring protection. Performs computer security assessments and evaluations of sensitive systems. Plans and conducts formal on-site program evaluations of large complex information processing systems. Plans and conducts quantitative and qualitative security risk analyses, security evaluations and audits of information processing systems. Determines computer security compliance and effectiveness of information processing systems.

**Minimum Education:** A bachelor's degree or 4 years of college from an accredited university in a related field, such as Computer Science, Data Processing, etc. and specialized training in computer security.

## Systems Analyst

**Minimum/General Experience:** A minimum of four years experience, one of which shall have been in the last year in computer programming, analysis, and design of applications on small to large scale computers (mini, micro, and mainframe), including data integration.

A minimum of one year experience in substantive systems engineering projects, which incorporated the use of a structured systems engineering methodology, automated productivity tools, rigorous quality assurance and testing practices; configuration management, and project measurement and estimation techniques.

**Functional Responsibility:** Devise and prepare layouts for systems requirements and develop procedures to process data using designated equipment, conferring with other technical personnel in this effort, analyzing system needs in light of available hardware capability to determine technical approaches. Define needs, recommend hardware required to meet those needs, write specifications for computer programs or subprograms, and may oversee preparation and implementation of individual programs. Individual applications may utilize mathematical or statistical formulae.

**Minimum Education:** B.S. or B.A. Degree or Graduation from an accredited four year college or university or an Associate's Degree in Computer Science from an accredited two year college.

## Systems Programmer

**Minimum/General Experience:** A minimum of two years programming experience, one year of which shall have been within the last year. Experience shall include programming applications on mini, micro, and mainframe computers using various programming languages and application software packages (e.g. COBOL, PL1, JCL, BASIC, INFO, FOCUS, ADABAS, NATURAL, Clipper, C); on IBM compatible equipment, and experience technically related to systems operations and software maintenance functions.

**Functional Responsibility:** Under general supervision, designs, implements and maintains moderately complex databases. Includes maintenance of database dictionaries and integration of systems through database design. The Programmer develops detailed systems program flowcharts and diagrams based on his/her analysis of system requirements and approved design specifications. He/she translates detailed design into computer program coded instructions, tests programs, and corrects program errors to produce a product, which conforms to the approved project design specifications.

**Minimum Education:** Graduation from an accredited four (4) year college or university with a degree or an Associate's degree in computer science from an accredited two-year college.

## Senior Systems Programmer

**Minimum/General Experience:** A minimum of seven years experience, one year of which shall have been within the last year, in system analysis and independent programming, and program implementation. A minimum of three years experience within the last four years supervising programming personnel engaged in significant software development projects.

**Functional Responsibility:** Develop diagrammatic plans in response to IRM task requirements for administrative systems as defined in individual work orders. Analyze problems outlined by a systems analyst for such factors as the type and extent of data to be transferred from storage units, data sorting, and the format of final printed reports; confers with other technical personnel; design detailed program flowcharts and diagrams indicating program computations and sequence of machine operations; translate design into coded instructions; and correct program errors and modify the program as required by revising coded instructions. Ability to supervise contractor

programmer/analysts in various phases of software development projects.

**Minimum Education:** Graduation from an accredited four year-college or university with a degree or an Associate's degree in computer science from an accredited two-year college.

### **Applications Systems Analyst/Programmer**

**Minimum/General Experience:** Has full technical knowledge of all phases of applications systems analysis and programming. Demonstrated ability to oversee analyst staff and analyze, and evaluate existing systems to independently define problems, data availability, report requirements, and system design issues.

**Functional Responsibility:** Demonstrated ability to provide technical and administrative direction for personnel performing systems development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and progress in accordance with schedules. Demonstrated ability to define system objectives and prepare system design specifications to meet user requirements and satisfy interface problems. Formulates/defines system scope and objectives for assigned projects. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time and form of desired results. Prepares detailed specifications from which programs will be written. Designs, codes, tests, debugs and documents those programs. Competent to work at the highest technical level of all phases of applications systems analysis and programming activities. May be responsible for the completion of a phase of a project. Regularly provides guidance and training to less experienced analyst/programmers.

Ability to coordinate with the Program Manager to ensure solutions to problems and user satisfaction. Prepares milestone status reports and deliveries and presentations on the system concept to colleagues, subordinates, and end user representatives. Analyzes alternate means of deriving input data to select the most accurate, feasible and economical methods. Defines input and output file specifications including file organization. Defines controls, conversion procedures and system implementation plans including user training and orientation.

**Minimum Education:** Bachelors Degree from an accredited college or university with a curriculum or major field of study which either provides a substantial knowledge useful in managing large, complex AIS projects, is closely related to the work to be automated and/or is a computer science, physical science or mathematics intensive discipline.

A Masters or Doctorate Degree from an accredited college or university with a major in a field of study closely related to the work to be automated may be substituted for one year of general experience.

### **Applications Systems Analyst/Systems Integrator**

**Minimum/General Experience:** Demonstrated ability to analyze and evaluate existing systems with minimal oversight, and define problems, data availability, report requirements, and system design issues.

**Functional Responsibility:** Under general supervision, formulates and defines system scope and objectives through research and fact-finding to develop or modify moderately complex information systems. Prepares detailed specifications from which programs will be written. Designs, codes, tests, debugs, documents and maintains those programs. Competent to work on most phases of applications systems analysis and programming activities, but requires instruction and guidance in other phases. Ability to develop plans for IT systems from project inception to conclusion. Ability to analyze the problem and the information to be processed, define the problem and develop system requirements and program specifications from which programmers prepare detailed flowcharts, programs, and tests. Analyzes alternate means of deriving input data to select the most accurate, feasible and economical methods. Defines input and output file specifications including file organization. Defines controls, conversion procedures and system implementation plans including user training and orientation. Closely coordinates with programmers to ensure proper implementation of program and system specifications. In conjunction with functional users, develops system alternative solutions.

**Minimum Education:** Bachelors Degree from an accredited college or university with a curriculum or major field of study which either provides a substantial knowledge useful in managing large, complex AIS projects, is closely related to the work to be automated and/or is a computer science, physical science or mathematics intensive discipline.

A Masters or Doctorate Degree from an accredited college or university with a major in a field of study closely related to the work to be automated may be substituted for one year of general experience.

## Systems Engineer

**Minimum/General Experience:** Five years experience in automated data processing, with emphasis on systems development, functional and data requirements analysis, systems analysis and design, programming, program design, data conversion implementation and documentation preparation.

**Functional Responsibility:** Responsible for assisting in the monitoring of a variety of information management systems. This includes database management, testing and evaluation of hardware and software products and conversion of equipment.

**Minimum Education:** Bachelor's degree from an accredited college or university with a curriculum or major field of study which either is closely related to work to be automated; or is a computer science, a physical science or a mathematics intensive discipline.

## Senior Systems Software Engineer

**Minimum/General Experience:** Must have eight to ten years of experience with third/fourth generation languages in the design and implementation of systems.

**Functional Responsibility:** Demonstrated experience and ability to lead or direct a team of software engineers developing and maintaining operating systems, applications software, database packages, compilers, assemblers, utility programs and other highly complex system software requirements. Researches, designs, and develops computer software systems in conjunction with hardware product development. Apply principles and techniques of computer science, engineering, and mathematical analysis. Analyzes software requirements to determine feasibility of design within time and cost constraints. Develops and directs software system testing procedures, programming, and documentation. Ability to modify and create special purpose software and ensure systems efficiency and integrity. Ability to analyze systems requirements and design specifications. Ability to develop block diagrams and logic flow charts. Ability to translate detailed systems designs into executable software. Ability to test, debug, and refine software to produce the required product. Ability to prepare required documentation, including project plans and software program documentation.

**Minimum Education:** Bachelor's degree from an accredited college or university with a curriculum or major field of study which either provides substantial knowledge useful in managing large, complex AIS projects; is closely related to work to be automated; or is a computer science, a physical science or a mathematics intensive discipline.

Substitution of experience for education may be made when four years of specialized ADP or applications subject matter knowledge and experience will be equivalent to a four-year degree. Years of experience, which are used to substitute for a college degree, cannot be used to otherwise qualify under the skill category description.

## Help Desk Specialist II

**Minimum/General Experience:** Minimum of seven years of experience is required, five of which must include management of help desks in a multi server environment, comprehensive knowledge of PC operating systems, networking and mail standards, and supervision of help desk employees.

**Functional Responsibility:** Requires the training and instruction of other staff members. Demonstrated ability to lead and supervise a team of Help Desk Technicians providing support to end-users. Ability to manage help desk operations in an enterprise network environment. Ability to analyze customer organizational needs and direct the resolution of a wide range of computer problems with comprehensive knowledge of operating systems, servers, and software applications, as well as hardware, printers, network components, and other peripheral components. Provides daily supervision and direction to staff that are responsible for phone and in-person support to users in the areas of e-mail, directories, Windows desktop applications and other network services. Manages personnel who serve as the point of contact for troubleshooting hardware and software PC and printer problems. Ability to track and trend problems and identify value engineering opportunities. Demonstrated ability to effectively communicate orally and in writing.

**Minimum Education:** Associates Degree in Computer Science, Information Systems, Business or other related scientific or technical discipline or the equivalent combination of education and experience.

## Computer Operator

**Minimum/General Experience:** Competent to work at the highest level of all computer operations phases.

**Functional Responsibility:** Under general direction, monitors and controls one or more mini or mainframe computers by operating the central console or on-line terminals. Studies programs operating instruction sheets to determine equipment setup and run operations. Continuously observes the operation of the console panel, storage devices, printers, and the action of the console printer to monitor the system and determine the point of equipment or program failure. Manipulates controls in accordance with standard procedures to rearrange sequences of job steps to continue operations when individual units of the system malfunction. Confers with software systems engineering or applications programming personnel in the event errors require a change of instructions or sequence of operations. Maintains operating records such as machine performance and production reports.

**Minimum Education:** Bachelor's degree in Computer Science, Information Systems, Business (or equivalent combination of education and experience).

## Technical Writer

**Minimum/General Experience:** Three years experience of which at least one year must be specialized in the preparing and editing technical documentation writing. Substantial knowledge of the capabilities and operation of computer systems and various technologies. Ability to develop various system maintenance and user manuals.

**Functional Responsibility:** Demonstrated experience and ability to write a wide assortment of technical documents. Demonstrated experience and ability to plan, develop, maintain, rewrite, and produce computer software/systems related documentation including tailoring style and readability to user requirements. Ability to assist programmers and engineers in developing on-line documentation. Collects and organizes information for preparation of user manuals, training materials, installation guides, proposals, and reports. Writes reports, documentation (e.g., system specifications, operator manuals, reference manuals, training material, installation guides, reports and pamphlets) for information management systems and new releases of technical material; applying word processing, graphics and audio visual communications techniques for technical or scientific subject matter; and assisting programmers and engineers in developing on-line documentation.

**Minimum Education:** Bachelor's Degree in English, Literature or other related discipline to this position or the equivalent combination of education and experience

## Senior Management Analyst

**Minimum/General Experience:** A minimum of eight years of related experience, four of which must be on ADP feasibility studies, requirements analyses, or similar tasks. Must have demonstrated technical writing and presentation capabilities and skills. Two to four years of relevant experience. Specific training in business process or operations engineering with specialized training in workflow analysis.

**Functional Responsibility:** Provide analytical support directly to the customer project officers, and also internally to the technical project leaders as required in the execution of feasibility studies and requirements analyses. This support is frequently required by offices implementing new or radically revised programs, to help clarify organizational, staff, work flow, and regulatory requirement issues, as an essential prerequisite to conducting an ADP feasibility study or requirements analysis. Conduct or advise technical project leaders in the conduct of analyses of alternative courses of action for planning, organizing, staffing, directing, and controlling program functions. Consider the linking of new operations with existing customer operations and support facilities as a major consideration. Examples of the work to be done by senior management analysts include the following:

- Developing new or improved mechanisms to support customer's interaction with external organizations, such as other agencies, states, and industry.
- Identifying needs for interoffice coordination and designing ways to meet these needs.
- Developing operational system strategies for assessing the consistency of software applications within a system used by several organizations, and identifying the types of data fields necessary for system consistency.

**Minimum Education:** Masters degree in business administration, management, public administration, or related discipline, or the equivalent combination of education and experience (8 years).

## **Tape Librarian**

**Minimum/General Experience:** Experience in supporting a wide range of tape services to ensure that recovery and general purpose back-up material is secure. Tape support area includes mailing, filing, and retrieval of tape media as well as distribution of mail in response to internal and external customer requirements.

**Functional Responsibility:** As scheduled or requested receive / ship back-up media in proper container and move to the next destination. This includes shipping media requests, including customer taped media shipping requirements; disaster recovery and application back-up offsite storage support and maintenance; and appropriate filing of taped media materials

Sanitize media as outlined in operating procedures, annotate paperwork, mark media and prepare for final disposition. Appropriate paperwork (local documentation has been developed by the security teams at this location) will be retained for inspection and maintained until final disposition is met.

Maintain working relationship and updated information with authorized carriers who transport backup media from client to final destination(s). Shipping documentation, outgoing and incoming receipts and related documentation and correspondence will be maintained and disposed of in accordance with operating procedures.

Retrieve / receive media and operate technology tools to restore systems as requested. Use appropriate coding system to ensure the material to be restored is the correct product. Receive production schedule / customer request to ensure proper system backup media is being used as well as suspended scheduled. Receive request and expedite customer assistance with priority backup of application / system. Backup media used will be the most current at the request.

**Minimum Education:** H.S. Diploma, valid and current driver's license

### **Degree Substitution Equivalency** (unless otherwise noted)

<b><u>Equivalent Degree</u></b>	<b><u>Experience</u></b>
<b>Associate's</b>	<b>2 years relevant experience</b>
<b>Bachelor's</b>	<b>Associate's degree + 2 years relevant experience or 4 years relevant experience</b>
<b>Master's</b>	<b>Bachelor's plus 2 years relevant experience or Associate's degree + 4 years relevant experience or 6 years relevant experience</b>
<b>PhD</b>	<b>Master's + 2 years relevant experience, or Bachelor's + 4 years relevant experience or 8 years relevant experience</b>

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

PREAMBLE

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

COMMITMENT

To actively seek and partner with small businesses.

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

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

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

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

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

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

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in ordering activity contracts. To accelerate potential opportunities please contact:

**C. Anthony Cusack  
President  
2111 Wilson Boulevard, Suite 700  
Arlington, VA 22201**

**Phone - (703) 351-5035      Fax (703) 526-9781**

**[cac@qsack1.com](mailto:cac@qsack1.com)**



BPA NUMBER \_\_\_\_\_

**(CUSTOMER NAME)  
BLANKET PURCHASE AGREEMENT**

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

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

MODEL NUMBER/PART NUMBER	*SPECIAL BPA DISCOUNT/PRICE
_____	_____
_____	_____
_____	_____

(2) Delivery:

DESTINATION	DELIVERY SCHEDULES / DATES
_____	_____
_____	_____
_____	_____

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

(4) This BPA does not obligate any funds.

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

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

OFFICE	POINT OF CONTACT
_____	_____
_____	_____
_____	_____

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

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

- (a) Name of Contractor;
- (b) Contract Number;
- (c) BPA Number;
- (d) Model Number or National Stock Number (NSN);

- (e) Purchase Order Number;
- (f) Date of Purchase;
- (g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and
- (h) Date of Shipment.

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

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

\*\*\*\*\*  
\*

**BASIC GUIDELINES FOR USING  
“CONTRACTOR TEAM ARRANGEMENTS”**

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

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

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

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

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

Here is a general outline on how it works:

- The customer identifies their requirements.
- Federal Supply Schedule Contractors may individually meet the customers needs, or -
- Federal Supply Schedule Contractors may individually submit a Schedules “Team Solution” to meet the customer’s requirement.
- Customers make a best value selection.