



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

Special Item No. 132-8 Purchase of New Equipment  
Special Item No. 132-12 Equipment Maintenance  
Special Item No. 132-33 Perpetual Software License  
Special Item No. 132-51 Information Technology Professional Services

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

**SPECIAL ITEM NUMBER 132-8 PURCHASE OF NEW EQUIPMENT**

FSC/PSC Class 7010 ADPE SYSTEM CONFIGURATION

- End User Computers/Desktop Computers
- Laptop/Portable/Notebook Computers
- Professional Workstations
- Servers

FSC/PSC Class 7025 ADP INPUT/OUTPUT AND STORAGE DEVICES

- Displays
- Graphics, including Video Graphics, Light Pens, Digitizers, Scanners, and Touch Screens
- Network Equipment
- Printers
- Storage Devices, including Magnetic Storage, Magnetic Tape Storage and Optical Disk Storage

**SPECIAL ITEM NUMBER 132-12 - EQUIPMENT MAINTENANCE**

- FSC/PSC Class J070 - Maintenance and Repair Service)(Repair Parts/Spare Parts - See FSC Class for basic equipment)
- Maintenance
  - Repair Service
  - Repair Parts/Spare Parts

**SPECIAL ITEM NUMBER 132-33 – PERPETUAL SOFTWARE LICENSE**

FSC/PSC Class 7030 ADP SOFTWARE

- Application Software
- Communications Software
- Operating System Software

**SPECIAL ITEM NUMBER 132-51 – INFORMATION TECHNOLOGY PROFESSIONAL SERVICES**

FSC/PSC Class D301 IT AND TELECOM- FACILITY OPERATION AND MAINTENANCE

- Facility Management

FSC/PSC Class D302 IT AND TELECOM- SYSTEMS DEVELOPMENT

- Systems Development Services

FSC/PSC Class D306 IT AND TELECOM- SYSTEMS ANALYSIS

- Systems Analysis Services

FSC/PSC Class D307 IT AND TELECOM- IT STRATEGY AND ARCHITECTURE

- Automated Information Systems Services
- FSC/PSC Class D308 IT AND TELECOM- PROGRAMMING
- Programming Services
- FSC/PSC Class D311 IT AND TELECOM- DATA CONVERSION
- Data Conversion Services
- FSC/PSC Class D316 IT AND TELECOM- TELECOMMUNICATIONS NETWORK MANAGEMENT
- IT Network Management Services
- FSC/PSC Class D317 IT AND TELECOM- WEB-BASED SUBSCRIPTION
- Creation/Retrieval of IT Related Data Services
  - Creation/Retrieval of Other Information Services
  - Creation/Retrival of IT Related Automated News Services

FCN, Inc.  
12315 Wilkins Ave  
Rockville, MD 20852-1827  
Phone: (240) 643-1875  
<http://www.fcnit.com>

Contract Number:

GS-35F-0612L

Period Covered by Contract:

September 24 2011- September 23, 2021

Business Size:

Woman-Owned Small Business

General Services Administration  
Federal Acquisition Service

Pricelist current through Modification #PS-0130, dated August 31, 2016.

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**

INFORMATION FOR ORDERING ACTIVITIES APPLICABLE TO ALL SPECIAL ITEM NUMBERS..... 3

TERMS AND CONDITIONS APPLICABLE TO PURCHASE OF GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY NEW EQUIPMENT(SPECIAL ITEM NUMBER 132-8) ..... 7

TERMS AND CONDITIONS APPLICABLE TO MAINTENANCE, REPAIR SERVICE AND REPAIR PARTS/SPARE PARTS FOR GOVERNMENT-OWNED GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT, RADIO/TELEPHONE EQUIPMENT, (AFTER EXPIRATION OF GUARANTEE/WARRANTY PROVISIONS AND/OR WHEN REQUIRED SERVICE IS NOT COVERED BY GUARANTEE/WARRANTY PROVISIONS) AND FOR LEASED EQUIPMENT (SPECIAL ITEM NUMBER 132-12) ..... 9

TERMS AND CONDITIONS APPLICABLE TO PERPETUAL SOFTWARE LICENSES (SPECIAL ITEM NUMBER 132-33) OF GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY SOFTWARE ..... 13

TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51) ..... 17

AUTHORIZED GSA SCHEDULE PRICING..... 21

GSS AUTHORIZED GSA SCHEDULE PRICING.....165

## INFORMATION FOR ORDERING ACTIVITIES APPLICABLE TO ALL SPECIAL ITEM NUMBERS

1a. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s).

| SIN    | Recovery | SIN Description   |
|--------|----------|---|
| 132-8  | 132-8RC  | Purchase of New Equipment   |
| 132-12 | 132-12RC | Maintenance of Equipment, Repair Services and/or Repair/Spare Parts |
| 132-33 | 132-33RC | Perpetual Software License  |
| 132-51 | 132-51RC | Information Technology Professional Services                        |

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply.

See attached pricelist

1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate "Not applicable" for this item

See attached pricelist

2. Maximum order.

Special Item Number 132-8: \$500,000

Special Item Number 132-12: \$500,000

Special Item Number 132-33: \$500,000

Special Item Number 132-51: \$500,000

3. Minimum order.

\$100

4. Geographic coverage (delivery area).

Domestic Delivery- 48 contiguous states and the District of Columbia

5. Point(s) of production (city, county, and State or foreign country).

Rockville, MD, USA

6. Discount from list prices or statement of net price.

See prices below

7. Quantity discounts.

None

8. Prompt payment terms.

0.5% 20, Net 30 days

9a. Government purchase cards are accepted below the micropurchase threshold.

9b. Government purchase cards are accepted above the micropurchase threshold.

10. Foreign items (list items by country of origin).

None

11a. Time of delivery.

132-8: 30 days

132-12: 30 days

132-33: 30 days

132-51: As negotiated at Task Order level

11b. Expedited Delivery.

None

11c. Overnight and 2-day delivery

None

11d. 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.

12. F.O.B. point(s).

FOB Destination

13a. Ordering address.

FCN

12315 Wilkins Avenue

Rockville, MD 20852

13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.

14. Payment address.

FCN

12315 Wilkins Avenue

Rockville, MD 20852

15. Warranty provision.

Standard Commercial

16. Export packing charges, if applicable.

Export packing is outside the scope of the contract

17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level).

Contact Contractor

18. Terms and conditions of rental, maintenance, and repair (if applicable).

See critical information below

19. Terms and conditions of installation (if applicable).

See critical information below

20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable).

Not applicable

20a. Terms and conditions for any other services (if applicable).

Not applicable

21. List of service and distribution points (if applicable).

See critical information below

22. List of participating dealers (if applicable).

Not Applicable

23. Preventive maintenance (if applicable).

Not applicable

24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants).

Not applicable

24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location.) The EIT standards can be found at: [www.Section508.gov/](http://www.Section508.gov/).

Section 508 compliance information on the supplies and services in this contract are available at the following website address (URL): <http://www.fcnit.com>

25. Data Universal Number System (DUNS) number.

615378007

26. FCN, Inc. is registered in the System for Award Management (SAM) database.

**TERMS AND CONDITIONS APPLICABLE TO PURCHASE OF  
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY NEW  
EQUIPMENT(SPECIAL ITEM NUMBER 132-8)**

**1. MATERIAL AND WORKMANSHIP**

All equipment furnished hereunder must satisfactorily perform the function for which it is intended.

**2. ORDER**

Written orders, EDI orders (GSA Advantage! and FACNET), credit card orders, and orders placed under blanket purchase agreements (BPA) agreements shall be the basis for purchase in accordance with the provisions of this contract. If time of delivery extends beyond the expiration date of the contract, the Contractor will be obligated to meet the delivery and installation date specified in the original order.

For credit card orders and BPAs, telephone orders are permissible.

**3. TRANSPORTATION OF EQUIPMENT**

FOB DESTINATION. Prices cover equipment delivery to destination, for any location within the geographic scope of this contract.

**4. INSTALLATION AND TECHNICAL SERVICES**

Offeror's products are self-installable

- a. **INSTALLATION.** When the equipment provided under this contract is not normally self-installable, the Contractor's technical personnel shall be available to the ordering activity, at the ordering activity's location, to install the equipment and to train ordering activity personnel in the use and maintenance of the equipment. The charges, if any, for such services are listed below, or in the price schedule:

Not applicable

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

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

- c. OPERATING AND MAINTENANCE MANUALS. The Contractor shall furnish the ordering activity with one (1) copy of all operating and maintenance manuals which are normally provided with the equipment being purchased.

**5. INSPECTION/ACCEPTANCE**

The Contractor shall only tender for acceptance those items that conform to the requirements of this contract. The ordering activity reserves the right to inspect or test any equipment that has been tendered for acceptance. The ordering activity may require repair or replacement of nonconforming equipment at no increase in contract price. The ordering activity must exercise its postacceptance rights (1) within a reasonable time after the defect was discovered or should have been discovered; and (2) before any substantial change occurs in the condition of the item, unless the change is due to the defect in the item.

**6. WARRANTY**

- a. Unless specified otherwise in this contract, the Contractor's standard commercial warranty as stated in the contract's commercial pricelist will apply to this contract.
- b. The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract.
- c. Limitation of Liability. Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted items.
- d. If inspection and repair of defective equipment under this warranty will be performed at the Contractor's plant, the address is as follows:

Not applicable

**7. PURCHASE PRICE FOR ORDERED EQUIPMENT**

The purchase price that the ordering activity will be charged will be the ordering activity purchase price in effect at the time of order placement, or the ordering activity purchase price in effect on the installation date (or delivery date when installation is not applicable), whichever is less.

**8. RESPONSIBILITIES OF THE CONTRACTOR**

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City or otherwise) covering work of this character, and shall include all costs, if any, of such compliance in the prices quoted in this offer.

**9. TRADE-IN OF INFORMATION TECHNOLOGY EQUIPMENT**

When an ordering activity determines that Information Technology equipment will be replaced, the ordering activity shall follow the contracting policies and procedures in the Federal Acquisition Regulation (FAR), the policies and procedures regarding disposition of information technology excess personal property in the Federal Property Management Regulations (FPMR) (41 CFR 101-43.6), and the policies and procedures on exchange/sale contained in the FPMR (41 CFR part 101-46).

**TERMS AND CONDITIONS APPLICABLE TO MAINTENANCE, REPAIR SERVICE AND REPAIR PARTS/SPARE PARTS FOR GOVERNMENT-OWNED GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT, RADIO/TELEPHONE EQUIPMENT, (AFTER EXPIRATION OF GUARANTEE/WARRANTY PROVISIONS AND/OR WHEN REQUIRED SERVICE IS NOT COVERED BY GUARANTEE/WARRANTY PROVISIONS) AND FOR LEASED EQUIPMENT (SPECIAL ITEM NUMBER 132-12)**

**1. SERVICE AREAS**

- a. The maintenance and repair service rates listed herein are applicable to any ordering activity location within a n/a\* (\*\*insert miles\*\*) mile radius of the Contractor's service points. If any additional charge is to apply because of the greater distance from the Contractor's service locations, the mileage rate or other distance factor shall be negotiated at the Task Order level.
- b. When repair services cannot be performed at the ordering activity installation site, the repair services will be performed at the Contractor's plant(s) listed below:

**Maintenance services are listed (both on and off site) in manufacturer's pricelist**

**2. MAINTENANCE ORDER**

- a. Agencies may use written orders, EDI orders, credit card orders, or BPAs, for ordering maintenance under this contract. The Contractor shall confirm orders within fifteen (15) calendar days from the date of receipt, except that confirmation of orders shall be considered automatic for renewals for maintenance (Special Item Number 132-12). Automatic acceptance of order renewals for maintenance service shall apply for machines which may have been discontinued from use for temporary periods of time not longer than 120 calendar days. If the order is not confirmed by the Contractor as prescribed by this paragraph, the order shall be considered to be confirmed by the Contractor.
- b. The Contractor shall honor orders for maintenance for the duration of the contract period or a lesser period of time, for the equipment shown in the pricelist. Maintenance service shall commence on a mutually agreed upon date, which will be written into the maintenance order. Maintenance orders shall not be made effective before the expiration of any applicable maintenance and parts guarantee/warranty period associated with the purchase of equipment. Orders for maintenance service shall not extend beyond the end of the contract period.
- c. Maintenance may be discontinued by the ordering activity on thirty (30) calendar days written notice, or shorter notice when agreed to by the Contractor; such notice to become effective thirty (30) calendar days from the date on the notification. However, the ordering activity may extend the original discontinuance date upon written notice to the Contractor, provided that such notice is furnished at least ten (10) calendar days prior to the original discontinuance date.
- d. Annual Funding. When annually appropriated funds are cited on a maintenance order, the period of maintenance shall automatically expire on September 30th of the contract period, or at the end of the contract period, whichever occurs first. Renewal of a maintenance order citing the new appropriation shall be required, if maintenance is to continue during any remainder of the contract period.
- e. Cross-year Funding Within Contract Period. Where an ordering activity's specific appropriation authority provides for funds in excess of a 12 month, fiscal year period, the ordering activity may place an order under this schedule contract for a period up to the expiration of the contract period, notwithstanding the intervening fiscal years.

- f. Ordering activities should notify the Contractor in writing thirty (30) calendar days prior to the expiration of maintenance service, if maintenance is to be terminated at that time. Orders for continued maintenance will be required if maintenance is to be continued during the subsequent period.

### **3. REPAIR SERVICE AND REPAIR PARTS/SPARE PARTS ORDERS**

- a. Agencies may use written orders, EDI orders, credit card orders, blanket purchase agreements (BPAs), or small order procedures for ordering repair service and/or repair parts/spare parts under this contract. Orders for repair service shall not extend beyond the end of the contract period.
- b. When repair service is ordered, only one chargeable repairman shall be dispatched to perform repair service, unless the ordering activity agrees, in advance, that additional repair personnel are required to effect repairs.

### **4. LOSS OR DAMAGE**

When the Contractor removes equipment to his establishment for repairs, the Contractor shall be responsible for any damage or loss, from the time the equipment is removed from the ordering activity installation, until the equipment is returned to such installation.

### **5. SCOPE**

- a. The Contractor shall provide maintenance for all equipment listed herein, as requested by the ordering activity during the contract term. Repair service and repair parts/spare parts shall apply exclusively to the equipment types/models within the scope of this Information Technology Schedule.
- b. Equipment placed under maintenance service shall be in good operating condition.
  - (1) In order to determine that the equipment is in good operating condition, the equipment shall be subject to inspection by the Contractor, without charge to the ordering activity.
  - (2) Costs of any repairs performed for the purpose of placing the equipment in good operating condition shall be borne by the Contractor, if the equipment was under the Contractor's guarantee/warranty or maintenance responsibility prior to the effective date of the maintenance order.
  - (3) If the equipment was not under the Contractor's responsibility, the costs necessary to place the equipment in proper operating condition are to be borne by the ordering activity, in accordance with the provisions of Special Item Number 132-12 (or outside the scope of this contract).

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

- a. Ordering activity personnel shall not perform maintenance or attempt repairs to equipment while such equipment is under the purview of a maintenance order, unless agreed to by the Contractor.
- b. Subject to security regulations, the ordering activity shall permit access to the equipment which is to be maintained or repaired.
- c. If the Ordering Activity desires a factory authorized/certified service personnel then this should be clearly stated in the task or delivery order.

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

- a. For equipment not covered by a maintenance contract or warranty, the Contractor's repair service personnel shall complete repairs as soon as possible after notification by the ordering activity that service is required. Within the service areas, this repair service should normally be done within 4 hours after notification.

b. If the Ordering Activity task or delivery order specifies a factory authorized/certified service personnel then the Contractor is obligated to provide such a factory authorized/certified service personnel for the equipment to be repaired or serviced, unless otherwise agreed to in advance between the Agency and the Contractor.

**8. MAINTENANCE RATE PROVISIONS**

a. The Contractor shall bear all costs of maintenance, including labor, parts, and such other expenses as are necessary to keep the equipment in good operating condition, provided that the required repairs are not occasioned by fault or negligence of the ordering activity.

b. **REGULAR HOURS**

The basic monthly rate for each make and model of equipment shall entitle the ordering activity to maintenance service during a mutually agreed upon nine (9) hour principal period of maintenance, Monday through Friday, exclusive of holidays observed at the ordering activity location.

c. **AFTER HOURS**

Should the ordering activity require that maintenance be performed outside of Regular Hours, charges for such maintenance, if any, will be specified in the pricelist. Periods of less than one hour will be prorated to the nearest quarter hour.

d. **TRAVEL AND TRANSPORTATION**

If any charge is to apply, over and above the regular maintenance rates, because of the distance between the ordering activity location and the Contractor's service area, the charge will be negotiated at the Task Order level.

None

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**10. REPAIR PARTS/SPARE PARTS RATE PROVISIONS**

All parts, furnished as spares or as repair parts in connection with the repair of equipment, unless otherwise indicated in this pricelist, shall be new, standard parts manufactured by the equipment manufacturer. All parts shall be furnished at prices indicated in the Contractor's commercial current pricelist at a discount of 0% from such listed prices.

**11. GUARANTEE/WARRANTY—REPAIR SERVICE AND REPAIR PARTS/SPARE PARTS**

a. **REPAIR SERVICE**

All repair work will be guaranteed/warranted for a period of **- See pricelists for individual length of warranty.**

b. **REPAIR PARTS/SPARE PARTS**

All parts, furnished either as spares or repairs parts will be guaranteed/warranted for a period **- See pricelists for individual length of warranty.**

**12. INVOICES AND PAYMENTS**

a. **Maintenance Service**

(1) Invoices for maintenance service shall be submitted by the Contractor on a quarterly or monthly basis, after the completion of such period. Maintenance charges must be paid in arrears (31 U.S.C. 3324). **PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.**

(2) Payment for maintenance service of less than one month's duration shall be prorated at 1/30th of the monthly rate for each calendar day.

b. **Repair Service and Repair Parts/Spare Parts**

Invoices for repair service and parts shall be submitted by the Contractor as soon as possible after completion of work. Payment under blanket purchase agreements will be made quarterly or monthly, except where cash payment procedures are used. Invoices shall be submitted separately to each ordering activity office ordering services under the contract. The cost of repair parts shall be shown as a separate item on the invoice, and shall be priced in accordance with paragraph #10, above. **PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.**

**TERMS AND CONDITIONS APPLICABLE TO PERPETUAL SOFTWARE LICENSES  
(SPECIAL ITEM NUMBER 132-33) OF GENERAL PURPOSE COMMERCIAL INFORMATION  
TECHNOLOGY SOFTWARE**

**1. INSPECTION/ACCEPTANCE**

The Contractor shall only tender for acceptance those items that conform to the requirements of this contract. The ordering activity reserves the right to inspect or test any software that has been tendered for acceptance. The ordering activity may require repair or replacement of nonconforming software at no increase in contract price. The ordering activity must exercise its postacceptance rights (1) within a reasonable time after the defect was discovered or should have been discovered; and (2) before any substantial change occurs in the condition of the software, unless the change is due to the defect in the software.

**2. ENTERPRISE USER LICENSE AGREEMENTS REQUIREMENTS (EULA)**

The Contractor shall provide all Enterprise User License Agreements in an editable Microsoft Office (Word) format.

**3. GUARANTEE/WARRANTY**

- a. Unless specified otherwise in this contract, the Contractor's standard commercial guarantee/warranty as stated in the contract's commercial pricelist will apply to this contract.
- b. The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract.
- c. Limitation of Liability. Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted items.

**4. TECHNICAL SERVICES**

The Contractor, without additional charge to the ordering activity, shall provide a hot line technical support number 800-550-2925 for the purpose of providing user assistance and guidance in the implementation of the software. The technical support number is available from 7:00am to 6:00pm Eastern Standard Time.

**5. SOFTWARE MAINTENANCE**

- a. Software maintenance as it is defined: (select software maintenance type) :

     N/A      1. Software Maintenance as a Product (SIN 132-33)

Software maintenance as a product includes the publishing of bug/defect fixes via patches and updates/upgrades in function and technology to maintain the operability and usability of the software product. It may also include other no charge support that are included in the purchase price of the product in the commercial marketplace. No charge support includes items such as user blogs, discussion forums, on-line help libraries and FAQs (Frequently Asked Questions), hosted chat rooms, and limited telephone, email and/or web-based general technical support for user's self diagnostics.

Software maintenance as a product does NOT include the creation, design, implementation, integration, etc. of a software package. These examples are considered software maintenance as a service.

Software Maintenance as a product is billed at the time of purchase.

\_\_\_N/A\_\_\_\_\_ 2. Software Maintenance as a Service (SIN 132-34)

Software maintenance as a service creates, designs, implements, and/or integrates customized changes to software that solve one or more problems and is not included with the price of the software. Software maintenance as a service includes person-to-person communications regardless of the medium used to communicate: telephone support, on-line technical support, customized support, and/or technical expertise which are charged commercially. Software maintenance as a service is billed arrears in accordance with 31 U.S.C. 3324.

Software maintenance as a service is billed in arrears in accordance with 31 U.S.C. 3324.

- b. Invoices for maintenance service shall be submitted by the Contractor on a quarterly or monthly basis, after the completion of such period. Maintenance charges must be paid in arrears (31 U.S.C. 3324). **PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.**

**6. PERIODS OF MAINTENANCE (SIN 132-34)**

- a. The Contractor shall honor orders for periods for the duration of the contract period or a lesser period of time.
- b. Maintenance may be discontinued by the ordering activity on thirty (30) calendar days written notice to the Contractor.
- c. Annual Funding. When annually appropriated funds are cited on an order for maintenance, the period of the maintenance shall automatically expire on September 30 of the contract period, or at the end of the contract period, whichever occurs first. Renewal of the maintenance orders citing the new appropriation shall be required, if the maintenance is to be continued during any remainder of the contract period.
- d. Cross-Year Funding Within Contract Period. Where an ordering activity's specific appropriation authority provides for funds in excess of a 12 month (fiscal year) period, the ordering activity may place an order under this schedule contract for a period up to the expiration of the contract period, notwithstanding the intervening fiscal years.
- e. Ordering activities should notify the Contractor in writing thirty (30) calendar days prior to the expiration of an order, if the maintenance is to be terminated at that time. Orders for the continuation of maintenance will be required if the term licenses and/or maintenance is to be continued during the subsequent period.

**9. UTILIZATION LIMITATIONS - (SIN 132-33)**

- a. Software acquisition is limited to commercial computer software defined in FAR Part 2.101.
- b. When acquired by the ordering activity, commercial computer software and related documentation so legend shall be subject to the following:

(1) Title to and ownership of the software and documentation shall remain with the Contractor, unless otherwise specified.

(2) Software licenses are by site and by ordering activity. An ordering activity is defined as a cabinet level or independent ordering activity. The software may be used by any subdivision of the ordering activity (service, bureau, division, command, etc.) that has access to the site the software is placed at, even if the subdivision did not participate in the acquisition of the software. Further, the software may be used on a sharing basis where multiple agencies have joint projects that can be satisfied by the use of the software placed at one ordering activity's site. This would allow other agencies access to one ordering activity's database. For ordering activity public domain databases, user agencies and third parties may use the computer program to enter, retrieve, analyze and present data. The user ordering activity will take appropriate action by instruction, agreement, or otherwise, to protect the Contractor's proprietary property with any third parties that are permitted access to the computer programs and documentation in connection with the user ordering activity's permitted use of the computer programs and documentation. For purposes of this section, all such permitted third parties shall be deemed agents of the user ordering activity.

(3) Except as is provided in paragraph 8.b(2) above, the ordering activity shall not provide or otherwise make available the software or documentation, or any portion thereof, in any form, to any third party without the prior written approval of the Contractor. Third parties do not include prime Contractors, subcontractors and agents of the ordering activity who have the ordering activity's permission to use the licensed software and documentation at the facility, and who have agreed to use the licensed software and documentation only in accordance with these restrictions. This provision does not limit the right of the ordering activity to use software, documentation, or information therein, which the ordering activity may already have or obtains without restrictions.

(4) The ordering activity shall have the right to use the computer software and documentation with the computer for which it is acquired at any other facility to which that computer may be transferred, or in cases of Disaster Recovery, the ordering activity has the right to transfer the software to another site if the ordering activity site for which it is acquired is deemed to be unsafe for ordering activity personnel; to use the computer software and documentation with a backup computer when the primary computer is inoperative; to copy computer programs for safekeeping (archives) or backup purposes; to transfer a copy of the software to another site for purposes of benchmarking new hardware and/or software; and to modify the software and documentation or combine it with other software, provided that the unmodified portions shall remain subject to these restrictions.

(5) "Commercial Computer Software" may be marked with the Contractor's standard commercial restricted rights legend, but the schedule contract and schedule pricelist, including this clause, "Utilization Limitations" are the only governing terms and conditions, and shall take precedence and supersede any different or additional terms and conditions included in the standard commercial legend.

## **10. SOFTWARE CONVERSIONS (SIN 132-33)**

Full monetary credit will be allowed to the ordering activity when conversion from one version of the software to another is made as the result of a change in operating system, or from one computer system to another. Under a perpetual license (132-33), the purchase price of the new software shall be reduced by the amount that was paid to purchase the earlier version.

## **11. DESCRIPTIONS AND EQUIPMENT COMPATIBILITY**

The Contractor shall include, in the schedule pricelist, a complete description of each software product and a list of equipment on which the software can be used. Also, included shall be a brief, introductory explanation of the modules and documentation which are offered.

## **12. RIGHT-TO-COPY PRICING**

The Contractor shall insert the discounted pricing for right-to-copy licenses.

**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

2007) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.  ~~FEB~~ COMMERCIAL ITEMS (

## **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**

- a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 132-51 IT Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.
- b. Pricing for all IT Professional Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.

The following is an example of the manner in which the description of a commercial job title should be presented:

**EXAMPLE:** Commercial Job Title: System Engineer

Minimum/General Experience: Three (3) years of technical experience which applies to systems analysis and design techniques for complex computer systems. Requires competence in all phases of systems analysis techniques, concepts and methods; also requires knowledge of available hardware, system software, input/output devices, structure and management practices.

Functional Responsibility: Guides users in formulating requirements, advises alternative approaches, conducts feasibility studies.

Minimum Education: Bachelor's Degree in Computer Science

## Authorized GSA Pricing

| Labor Category Label                          | Position Description  |
|---|---|
| <p><b>Information Security Specialist</b></p> | <p><b>General Experience:</b> Must have 8 years of experience with computer security systems, including 4 years of specialized experience.</p> <p><b>Specialized Experience:</b> At least 4 years of experience in defining computer security requirements for high-level applications, evaluation of approved security product capabilities, and developing solutions to Multilevel Security (MLS) problems.</p> <p><b>Duties:</b> Analyzes and defines security requirements for MLS issues. Designs, develops, engineers, and implements solutions to MLS requirements. Responsible for the implementation and development of the MLS. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Performs risk analyses, which also include risk assessment. Provides daily supervision and direction to staff.</p> <p><b>Education:</b> B.A. or B.S. degree in Computer Science, Information Systems Security, Information Technology (or in progress) or equivalent experience in a related field.</p>   |
| <p><b>Subject Matter Expert</b></p>           | <p><b>General Experience:</b> Must have 6 years of experience in the Information Technology field, including 4 years of specialized experience.</p> <p><b>Specialized Experience:</b> At least 4 years of combined new and related older technical experience in the Information Technology field directly related to the required area of expertise.</p> <p><b>Duties:</b> Develops requirements from a project's inception to conclusion in the subject matter area, for simple to moderately complex systems. Assists other staff with analysis, evaluation and the preparation of recommendations for systems improvements, optimization, development, and/or maintenance efforts in any of the following specialties:</p> <ul style="list-style-type: none"> <li>A. Information Systems Architecture</li> <li>B. Networking. Local area networks (LANs), including fiber optic technology, departmental networks, and wide area networks (WANs).</li> <li>C. Telecommunications               <ul style="list-style-type: none"> <li>1) LANs, including legacy and high-speed LAN technologies, and campus and departmental networks.</li> <li>2) WANs and services, including frame relay, ATM, and circuit-switched voice and data services</li> <li>3) Communications protocols [asynchronous transfer mode (ATM), Synchronous Optical Network (SONET), Transmission Control Protocol (TCP)/Internet Protocol (IP), DECNET, IPX/SPX, Government Open Systems Interconnection Profile (GOSIP)/Open Systems Interconnection (OSI), SNA, and NFS]</li> <li>4) Voice system development, including private branch exchange (PBX) ,VOIP, and ACD implementation</li> <li>5) Call center development</li> <li>6) Voice and data network operations and management</li> <li>7) Voice and data network management support systems, databases, and applications</li> <li>8) Hardware (micro through mainframe)</li> <li>9) Computer languages</li> <li>10) Operating systems</li> <li>11) Database management systems</li> <li>12) Automation security systems</li> <li>13) Decision support systems</li> <li>14) Communications Protocols</li> <li>15) Electronic Mail (E-mail)</li> <li>16) Internet (Web Technologies)</li> <li>17) Risk Management/Electronic Analysis</li> <li>18) Software [consisting of all commercially available software used under this contract for personal computers (PCs), minis, and mainframes]</li> </ul> </li> </ul> |

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|                           | <p>19) Information Life-Cycle Management (ILM)<br/> 20) (20). Software Development Methodologies<br/> 21) Modeling and Simulation<br/> 22) Graphics Processing (23) Data Warehousing.<br/> Education: B.A. or B.S. degree in Computer Science, Information Systems Security, Information Technology (or in progress) or equivalent experience in a related field with MCSE, CCNA, CISSP or CCNP preferred.</p>  |
| <b>Senior IT Analyst</b>  | <p><b>General Experience:</b> Must have 7 years of computer experience working independently or under general direction on complex application problems involving all phases of systems analysis, including 5 years of specialized experience.<br/> <b>Specialized Experience:</b> At least 5 years of experience in analysis and design of business applications for complex large-scale or mid-tier computer systems, or LAN-based systems, including experience in database management systems (DBMSs), use of programming languages and multi-faceted Information Technology topics. Knowledge of current storage and retrieval methods and demonstrated ability to formulate specifications for computer programmers to use in coding, testing, and debugging of computer programs.<br/> <b>Duties:</b> Provides technical and administrative direction for personnel performing software development tasks and implementing Technology Solutions, including the review of work products for correctness, adherence to the design concept and user standards, and progress in accordance with schedules. Coordinates with the Program Manager to ensure problem solution and user satisfaction. Makes recommendations, if needed, for approval of major systems installations. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives. Provides daily supervision and direction to support staff.<br/> <b>Education:</b> B.A. or B.S. degree in Computer Science, Information Systems Security, Information Technology (or in progress) or equivalent experience in a related field.</p> |
| <b>Web Content Editor</b> | <p><b>General Experience:</b> 3 years in the field of Internet Information Systems to include web content management.<br/> <b>Specialized Experience:</b> Must have 6 years of web content management. Additional education may be substituted for years of experience. Must possess demonstrated ability with Microsoft Front Page, Cold Fusion and other we content management applications<br/> <b>Duties:</b> Creates, modifies, adds, deletes, protects, and secures web site content.<br/> <b>Education:</b> B.S. degree in Computer Science, Graphic Arts, Information Technology (or in progress) or equivalent experience.</p>   |
| <b>Network Specialist</b> | <p><b>General Experience:</b> Must have 7 years of computer experience working independently or under general direction on complex application problems involving all phases of systems analysis, including 5 years of specialized experience.<br/> <b>Specialized Experience:</b> At least 5 years of experience in analysis and design of business applications for complex large-scale or mid-tier computer systems, networks, communications protocols, WANs or LAN-based systems, including relative experience in database management systems (DBMSs), and use of programming languages and Command Line Interface. Knowledge of current storage and retrieval methods and demonstrated ability to formulate specifications for wan based replication and backup techniques.<br/> <b>Duties:</b> Provides technical and administrative direction for personnel performing network management or network development tasks, including the review of work products for correctness, adherence to the design concept and user standards, and progress in accordance with schedules. Coordinates with the Program Manager to ensure problem solution and user satisfaction. Makes recommendations, if needed, for approval of major network installations planning. . Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives. Provides daily supervision and direction to support staff.<br/> <b>Education:</b> B.A. or B.S. degree in Computer Science, Information Systems Security, Information Technology or equivalent experience in a related field. CCNA and CCNP Preferred.</p>     |

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| <p><b>Sr. Network Design Engineer</b></p> | <p><b>General Experience:</b> Must have 6 years of network design and engineering experience in mid to large scale enterprise architecture activities. Additional education may be substituted for years of experience.</p> <p><b>Specialized Experience:</b> At least 3 years of experience as an engineer in support of telecommunications, system installation, data automation, network design or a related field.</p> <p><b>Duties:</b> Applies knowledge of and experience with engineering principles and techniques in the design, development, installation, integration, analysis, operation, maintenance, testing, and evaluation of network design, implementation, proof of concept and analysis. Duties include network security oversight, telecommunications protocols implementation, and network supervisory control, and related network projects and network programs. Has the management experience to provide these functions with little to no supervision. May supervise other network engineers.</p> <p><b>Education:</b> B.S. degree in Computer Science, Information Systems Security, Information Technology or equivalent experience. CCNA or CCNP preferred</p>   |
| <p><b>Database Administrator</b></p>      | <p><b>General Experience:</b> Must have 7 years of computer experience working independently or under general direction on complex application problems involving all phases of systems analysis, including 5 years of specialized experience.</p> <p><b>Specialized Experience:</b> At least 5 years of experience in analysis, development and design of business applications for complex large-scale or mid-tier computer systems, or LAN-based systems, including experience in database management systems (DBMSs), and use of programming languages. Knowledge of current storage and retrieval methods and demonstrated ability to formulate specifications for computer programmers to use in coding, testing, and debugging of computer programs.</p> <p><b>Duties:</b> Provides technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and user standards, and progress in accordance with schedules. Coordinates with the Program Manager to ensure problem solution and user satisfaction. Makes recommendations, if needed, for approval of major systems installations. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives. Provides daily supervision and direction to support staff.</p> <p><b>Education:</b> B.A. or B.S. degree in Computer Science or Information Technology or equivalent experience in a related field.</p>   |
| <p><b>Junior IA Analyst</b></p>           | <p><b>General Experience:</b> Must have 5 years of computer experience in information systems design security and management. Must demonstrate an ability to work independently or under only general direction on requirements that are moderately complex to analyze, plan, program, and implement. Experience must include 2 years of specialized experience.</p> <p><b>Specialized Experience:</b> At least 2 years of experience in analysis and design of security applications and security awareness for complex large-scale or mid-tier computer systems, or LAN-based systems, including experience in DBMS security, and use of layered access controls. Knowledge of current storage and retrieval methods; experience designing technical applications on computer systems; and demonstrated ability to formulate specifications for computer programmers to use in coding, testing, and debugging of computer programs.</p> <p><b>Duties:</b> Analyzes and develops computer security software. Has a wide range of capabilities, including numerous engineering, business, and records management duties. Develops plans for ADP security systems from project inception to conclusion. Analyzes the problem and the information to be processed. Defines the problem, and develops system requirements and program specifications from which programmers prepare programs and tests. Closely coordinates with programmers to ensure proper implementation of program and system specifications.</p> <p><b>Education:</b> B.A. or B.S. degree in Computer Science, Information Systems Security, Information Technology or equivalent experience in a related field or, A+, Net+, Security +, or MCSA.</p> |
| <p><b>Jr. Network Engineer</b></p>        | <p><b>General Experience:</b> Must have 5 years of computer experience in information systems design and management regarding data communications networking. Must demonstrate an ability to work independently or under only general direction on requirements that are moderately complex</p>   |

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|   | <p>to analyze, plan, program, and implement. Experience must include 2 years of specialized experience.</p> <p><b>Specialized Experience:</b> At least 2 years of experience in network analysis and design of business applications for complex large-scale or mid-tier computer systems, or LAN-based systems, including experience in DBMS, and use of programming languages. Knowledge of current storage and retrieval methods; experience designing technical applications on computer systems; and demonstrated ability to formulate specifications for computer programmers to use in coding, testing, and debugging of computer programs.</p> <p><b>Duties:</b> Analyzes and develops computer software. Has a wide range of capabilities, including numerous engineering, business, and records management duties. Develops plans for ADP systems from project inception to conclusion. Analyzes the problem and the information to be processed. Defines the problem, and develops system requirements and program specifications from which programmers prepare programs and tests. Closely coordinates with programmers to ensure proper implementation of program and system specifications.</p> <p><b>Education:</b> B.A. or B.S. degree in Computer Science or Information Technology or equivalent experience in a related field. CCNA preferred</p>  |
| <p><b>Computer Specialist</b></p>             | <p><b>General Experience:</b> Must have 4 years of computer experience, including 2 years of specialized experience.</p> <p><b>Specialized Experience:</b> At least 2 years of experience as either a computer hardware and/or systems software specialist, or as a systems analyst with duties relating to the evaluation of third- and fourth-generation or state-of-the-art computer hardware and software and its ability to support specific requirements for systems management or large-scale system development and maintenance.</p> <p><b>Duties:</b> Must be able to determine costs for converting computer systems from one language or machine to another by utilizing compilers, simulators, emulators, and/or language translators and recommend better utilization of operating systems capabilities to improve system efficiency through conversion or migration. Must be able to develop, manage, maintain, and evaluate state-of-the-art computer hardware, software, and software development tools; evaluate their ability to support specific requirements and interface with other equipment and systems; determine potential and actual bottlenecks, and propose recommendations for their elimination; and recommend systems improvements that will result in optimal hardware and software usage.</p> <p><b>Education:</b> B.A. or B.S degree in Information Technology or equivalent experience in a related field.</p> |
| <p><b>Information Services Consultant</b></p> | <p><b>General Experience:</b> Has demonstrated skills, qualifications and experience in supporting multiple layers of management in resolving technical issues across a wide spectrum of IT technologies. Provides Top-level technical expertise while supporting end user groups. Works with user groups to solve business problems with available technology including hardware, software, databases, and peripherals. Requires high level of diverse technical experience related to studying and analyzing system needs, systems development, systems process analysis, design, and re-engineering. Has skills and experience related to business management, systems engineering, operations research, and management engineering. Typically requires specialization in particular software or business application utilized in an end user environment. Keeps abreast of technological developments and applications. Performs requirements analysis, gap analysis and related research to determine cost effective solutions for any particular IT challenge or requirement.</p> <p><b>Education:</b> B.A or BS in Information Technology (or in progress) related field or equivalent experience</p>   |
| <p><b>Information Archive Engineer</b></p>    | <p><b>General Experience:</b> Must have 5 years of computer experience in information systems design and management which includes, backup, restore and recovery of data to include archiving and retention of Email data and or flat files or both. Must demonstrate an ability to work independently or under only general direction on requirements that are moderately complex to analyze, plan, program, and implement. Experience must include 2 years of specialized experience.</p>  |

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|   | <p><b>Specialized Experience:</b> At least 2 years of experience in analysis and design of business archiving systems or applications for complex large-scale or mid-tier computer systems, or LAN-based email and client server systems which have as their critical infrastructure backup, recovery and archival hardware. Knowledge of current storage and retrieval methods; experience designing technical applications on computer systems; and demonstrated ability to formulate specifications for computer programmers to use in coding, testing, and debugging of computer programs.</p> <p><b>Duties:</b> Analyzes and develops computer software. Has a wide range of capabilities, including numerous engineering, business, and records management duties. Develops plans for ADP systems storage, archive, replication, retrieval, recover, and related WAN based archive techniques. Completes analysis of archiving requirements from project feasibility, proof of concept, pilot to implementation. Analyzes the problem and the information to be archived and provides cost effective, low administration, high availability archive solutions.. Defines the problem, and develops system requirements and programming requirements to solve problems.</p> <p><b>Education:</b> B.A or BS in Information Technology (or in progress) related field or equivalent experience or has managed multiple enterprise wide Archive Solutions.</p>  |
| <p><b>Database Engineer (DBE)</b></p>     | <p><b>General Experience:</b> Must have 7 years of computer experience working independently or under general direction on complex application problems involving all phases of systems analysis, including 5 years of specialized experience in database design and administration.</p> <p><b>Specialized Experience:</b> At least 5 years of experience in analysis, development and design of business applications for complex large-scale or mid-tier computer systems, or LAN-based systems, including experience in database management systems (DBMSs), and use of programming languages. Knowledge of current storage and retrieval methods and demonstrated ability to formulate specifications for computer programmers to use in coding, testing, and debugging of computer programs. Experience in one or more of the following: Oracle, Sybase, DB2, SQL or ADATABASE.</p> <p><b>Duties:</b> Provides technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and user standards, and progress in accordance with schedules. Coordinates with the Project/Program Manager ensuring problem solution and user satisfaction. Makes recommendations, if needed, for design or implementation of major systems installations. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives as necessary. Provides daily supervision and direction to support staff as needed.</p> <p><b>Education:</b> B.A. or B.S. degree in Computer Science or Information Technology or equivalent experience in a related field.</p> |
| <p><b>Systems/Network Engineer IV</b></p> | <p><b>General Experience:</b> Must have 10 years of network design and engineering experience in mid to large scale enterprise architecture activities. Additional education may be substituted for years of experience.</p> <p><b>Specialized Experience:</b> At least 6 years of experience as an engineer in support of telecommunications, system installation, data automation, network design or a related field.</p> <p><b>Duties:</b> Principal Systems Engineers have an in-depth knowledge of one or more particular, uncommon technologies (for example, Storage Area Networking (SAN), virtualization, multi-level security). They have used these technologies in many projects and can provide specific information to designers and developers. A Systems/Network Engineer IV is able to manage and direct projects and project phases, train and mentor more junior team members.</p> <p>Principal Systems Engineers translate complex business requirements into system design, taking into account a wide variety of parameters, including technical environment, ability of user group to interact with the system and expected life and volatility of system. They create system specifications and have the ability to create program specifications, if desired. A Systems/Network Engineer IV is able to manage and direct projects and project phases, write proposals and specifications, train and mentor more junior team members.</p> <p>Principal Systems Engineers have experience in most aspects of systems analysis, design, programming, unit and systems testing, and implementation. They can interact with business</p>   |

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|                                    | <p>analysts and client users to understand system specifications; design systems; write program specifications; code and unit test programs; design and execute system testing; implement systems; provide post-implementation support. Principal Systems Engineer is able to manage and direct projects and project phases, write proposals and specifications, train and mentor more junior team members.</p> <p>Principal Network Engineers specializing in networking analyze requirements and design, develop, install, configure, implement, and maintain local and wide area networks to provide data communication. They understand hardware, protocols, and network operating systems. NE's provide compliance with telecommunications standards, stable environment for application software processing, and diagnose and correct problem situations. A Principal Network Engineer is able to manage and direct projects and project phases, write proposals and specifications, train and mentor more junior team members.</p> <p><b>Education:</b> B.S. degree in Computer Science, Information Systems Security, Information Technology or equivalent experience. M.S. degree in Information Technology (or related field) or equivalent experience preferred. Professional certification in one or more technologies, i.e., Windows, Linux, VMware, is preferred.</p> <p>Principal Systems Engineers specializing in networks should have B.S. degree in Computer Science, Information Systems Security, Information Technology or equivalent experience. M.S. degree in Information Technology (or related field) or equivalent experience and CCNP/CCDP or CCIE preferred (CCIE in progress is acceptable).</p> |
| <b>Project /Program Manager IV</b> | <p><b>Duties:</b> Project Manager IVs are experienced in leading teams through a variety of tasks to accomplish a specific goal. They use project measurement software to identify dependencies and track progress. They keep current with related systems to insure uninterrupted interfaces. They oversee team members in all aspects of their performance. They report progress in a periodic and timely manner to senior management. A Project Manager IV is able to manage and direct multiple projects and more junior technical/project team leaders.</p> <p><b>Education:</b> B.A or BS in Information Technology related field or equivalent experience. M.A. or M.S. in Information Technology related field or equivalent experience and PMP certification preferred (in process is acceptable).</p>   |

### Customer Site Hourly Authorized GSA Pricing

| Labor Category                  | GSA Rate<br>September<br>24, 2015 –<br>September<br>23, 2016 | GSA Rate<br>September<br>24, 2016 –<br>September<br>23, 2017 | GSA Rate<br>September<br>24, 2017 –<br>September<br>23, 2018 | GSA Rate<br>September<br>24, 2018 –<br>September<br>23, 2019 | GSA Rate<br>September<br>24, 2019–<br>September<br>23, 2020 | GSA Rate<br>September<br>24, 2020–<br>September<br>23, 2021 |
|---------------------------------|--|--|--|--|---|---|
| Information Security Specialist | \$112.26   | \$114.51   | \$116.80   | \$119.14   | \$121.52  | \$123.95  |
| Subject Matter Expert           | \$141.74   | \$144.58   | \$147.48   | \$150.43   | \$153.43  | \$156.50  |
| Senior IT Analyst               | \$114.53   | \$116.83   | \$119.17   | \$121.55   | \$123.98  | \$126.46  |
| Computer Security Engineer      | \$99.79  | \$101.79   | \$103.82   | \$105.90   | \$108.02  | \$110.18  |
| Web Content Editor              | \$65.77  | \$67.09  | \$68.43  | \$69.80  | \$71.20   | \$72.62   |
| Network Specialist              | \$96.39  | \$98.33  | \$100.29   | \$102.30   | \$104.34  | \$106.43  |
| Sr. Network Design Engineer     | \$136.07   | \$138.80   | \$141.57   | \$144.40   | \$147.29  | \$150.24  |
| Database Administrator          | \$97.52  | \$99.47  | \$101.46   | \$103.49   | \$105.56  | \$107.67  |
| Junior IA Analyst               | \$74.84  | \$76.34  | \$77.87  | \$79.43  | \$81.02   | \$82.64   |
| Jr. Network Engineer            | \$78.24  | \$79.81  | \$81.41  | \$83.04  | \$84.70   | \$86.39   |
| Computer Specialist             | \$56.70  | \$57.84  | \$59.00  | \$60.18  | \$61.38   | \$62.61   |

| <b>Labor Category</b>           | <b>GSA Rate<br/>September<br/>24, 2015 –<br/>September<br/>23, 2016</b> | <b>GSA Rate<br/>September<br/>24, 2016 –<br/>September<br/>23, 2017</b> | <b>GSA Rate<br/>September<br/>24, 2017 –<br/>September<br/>23, 2018</b> | <b>GSA Rate<br/>September<br/>24, 2018 –<br/>September<br/>23, 2019</b> | <b>GSA Rate<br/>September<br/>24, 2019–<br/>September<br/>23, 2020</b> | <b>GSA Rate<br/>September<br/>24, 2020–<br/>September<br/>23, 2021</b> |
|---------------------------------|---|---|---|---|--|--|
| Information Services Consultant | \$104.32  | \$106.41  | \$108.54  | \$110.71  | \$112.92   | \$115.18   |
| Information Archive Engineer    | \$102.06  | \$104.11  | \$106.19  | \$108.31  | \$110.48   | \$112.69   |
| Database Engineer (DBE)         | \$153.25  | \$156.32  | \$159.45  | \$162.64  | \$165.89   | \$169.21   |
| Systems/Network Engineer IV     | \$190.21  | \$194.02  | \$197.90  | \$201.86  | \$205.90   | \$210.02   |
| Project /Program Manager IV     | \$191.34  | \$195.17  | \$199.08  | \$203.06  | \$207.12   | \$211.26   |