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

SIN 54151S- 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 D316- IT Network Management Services
FPDS CODE D317- Creation/Retrieval of IT Related Automated News Services, Data Services, or Other Information Services
FPDS CODE D399- Other Information Technology Services

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

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

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

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2121 Cooperative Way
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Herndon, VA 20171
Phone: (703) 793-7222
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Contract Administrator: Suresh Murugan

Contract Number: GS-35F-0617X
Option Period Covered by Contract: September 27, 2021 – September 26, 2026
Pricelist current through Modification # PO-0033, signed September 14, 2021

General Services Administration
Federal Supply Service

Products and ordering information in this Authorized FAS Information Technology Schedule Pricelist are also available on the GSA Advantage! System. Agencies can browse GSA Advantage! by accessing the Federal Supply Service’s Home Page via the Internet at http://www.fss.gsa.gov/
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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.fss.gsa.gov). The catalogs/pricelists, GSA Advantage! and the Federal Acquisition Service Home Page (www.fss.gsa.gov) contain information on a broad array of products and services offered by small business concerns. This information should be used as a tool to assist ordering activities in meeting or exceeding established small business goals. It should also be used as a tool to assist in including small, small disadvantaged, and women-owned small businesses among those considered when selecting pricelists for a best value determination.

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

1. GEOGRAPHIC SCOPE OF CONTRACT

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

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

Offerors are requested to check one of the following boxes:

[X] The Geographic Scope of Contract will be domestic delivery only.

2. CONTRACTOR’S ORDERING ADDRESS AND PAYMENT INFORMATION

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

Cascades Technologies, inc.
2121 Cooperative Way, Suite 200
Herndon, VA 20171

The following telephone number(s) can be used by ordering activities to obtain technical and/or ordering assistance: (703)793-7222

3. LIABILITY FOR INJURY OR DAMAGE

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

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

Block 9: G. Order/Modification Under Federal Schedule

Block 16: Data Universal Numbering System (DUNS) Number: 126750327

Block 30: Type of Contractor: B. Other SBA Certified Small Disadvantaged business

Block 31: Woman-Owned Small Business: No

Block 36: Contractor’s Taxpayer Identification Number (TIN): 54-188-4649

a. CAGE Code: 3BEC7
b. 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:
   
   Delivery will be based upon an agreement between CTi and the ordering agency.
   
   b. **URGENT REQUIREMENTS:** When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

7. **DISCOUNTS**
   Prices shown are NET Prices; Basic Discounts have been deducted.
   a. Prompt Payment: 0% - 30 days from receipt of invoice or date of acceptance, whichever is later.
   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 value of orders to be issued is $100.

11. **MAXIMUM ORDER (All dollar amounts are exclusive of any discount for prompt payment.)**
    The Maximum Order value for SIN 132-51 (IT) Professional Services - is $500,000.

12. **USE OF FEDERAL SUPPLY SCHEDULE CONTRACTS. In accordance with FAR 8.404**
    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/TELECOMMUNICATIONSTANDARDS 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-STD), which are cited by ordering activities, shall be responded to promptly by the Contractor.

13.1 **FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPSPUBS)**
    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. SECURITY REQUIREMENTS (C-FSS-370) (NOV2001)
   a. Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.
   b. Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub. L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. The Industrial Funding Fee does NOT apply to travel and per diem charges. NOTE: Refer to FAR Part 31.205-46 Travel Costs for allowable costs that pertain to official company business travel in regards to this contract.
   c. Certifications, Licenses, and Accreditations: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.
   d. Insurance: As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.
   e. Personnel: The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacement to key personnel.
   f. Organizational Conflicts of Interest: Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor’s participation in such order may be restricted in accordance with FAR Part 9.5.
   g. Documentation/Standards: The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency’s order.
   h. Data/Deliverable Requirements: Any required data/deliverables at the ordering level will be as specified or negotiated in the agency’s order.
   i. Government-Furnished Property: As specified by the agency’s order, the Government may provide property, equipment, materials or resources as necessary.
   j. Availability of Funds: Many Government agencies’ operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government’s obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.

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

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

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

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

17. **PURCHASE OF INCIDENTAL, NON-SCHEDULE ITEMS**

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

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

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

18. **CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS**

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

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

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

19. **OVERSEAS ACTIVITIES**

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

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

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

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

21. **CONTRACTOR TEAM ARRANGEMENTS**

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

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

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

23. **SECTION 508 COMPLIANCE**

If applicable, Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT) at the following: [www.cascadestech.com](http://www.cascadestech.com)

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

24. **ORDERS BY FEDERAL GOVERNMENT CONTRACTORS**

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

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

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

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

5. **STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)**  
(a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-  
   (1) Cancel the stop-work order; or  
   (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.  
(b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-  
   (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
(2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

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

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

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

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

8. **RESPONSIBILITIES OF THE ORDERING ACTIVITY**
Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT Services.

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

10. **ORGANIZATIONAL CONFLICTS OF INTEREST**
a. Definitions.
“Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.
“Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.
An “Organizational conflict of interest” exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor’s or its affiliates’ objectivity in performing contract work.

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

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

12. **PAYMENTS**
For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003) applies to time-and-materials
orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003)) applies to labor-hour orders placed under this contract. 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 SERVICES AND PRICING
A description of the services available under this IT Services follows these Terms and Conditions. These services are presented in the same manner that CTi sells to the commercial and other ordering activity customers. Hourly rates are offered and are directly related to CTi commercial offerings. For each skill available, there is a commercial job title; the minimum/general experience; functional/responsibility; and minimum education.
   a. Pricing for all IT Services shall be in accordance with the Contractor’s customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices.

This section presents descriptions of service offerings by labor categories. When determining the qualifications of an individual to fill one of the positions offered, substitutions for the education and experience requirements may be made as shown in Figure 1, Allowable Substitutions of Education and Experience.

**Figure 1. Allowable Substitutions of Education and Experience**
The minimum education and experience will be met when the educational equivalencies in the tables below are considered.

<table>
<thead>
<tr>
<th>Required Education</th>
<th>Actual Education Obtained</th>
<th>Additional Years of Experience Credited the Employee</th>
</tr>
</thead>
<tbody>
<tr>
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<td>Ph.D.</td>
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### Application Systems Analyst/Programmer I

**Job Title:** Application Systems Analyst/Programmer I  
**Minimum/General Experience:**  
Two years of technical experience in applications software development, one of which is in systems analysis. Competent to work at a high technical level for most 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 moderately complex problems considering computer equipment capacity and limitations. Codes, tests, debugs, and documents computer programs. May be involved in related areas such as database design/management and evaluation of commercial off-the-shelf (COTS) products.  
**Minimum Education:**  
Bachelor’s Degree in Computer Science or equivalent

### Application Systems Analyst/Programmer III

**Job Title:** Application Systems Analyst/Programmer III  
**Minimum/General Experience:**  
Eight 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.  
**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 systems analysts and programmers. This skill is qualified to operate in advanced technical environments that include C++, Client/Server, Oracle, Power Builder, Visual Basic, JAVA, and other source code requirements.  
**Minimum Education:**  
Bachelor’s Degree in Computer Science or equivalent

### Application Systems Analyst/Programmer II

**Job Title:** Application Systems Analyst/Programmer II  
**Minimum/General Experience:**  
Six 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 systems analysts and programmers.  
**Minimum Education:**  
Bachelor’s Degree in Computer Science or equivalent
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<tr>
<th><strong>Job Title:</strong> Business Process Specialist</th>
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<tbody>
<tr>
<td><strong>Minimum/General Experience:</strong> Five years of experience evaluating, developing, and documenting organizational processes and procedures; implementing new business or computer systems; and delivering operational staff training.</td>
</tr>
<tr>
<td><strong>Functional Responsibility:</strong> Analyzes business processes to determine most efficient methods of accomplishing work. Uses computer-based and manual workflow analysis tools to study work procedures, information flows, production methods, inventory controls, and cost analyses. Documents findings and recommends new procedures, systems, and organizational changes, including staffing, equipment, and facility requirements. Monitors newly implemented systems to ensure smooth functioning. May install new systems and train operating staff. May conduct operational effectiveness reviews to ensure changes are applied and functioning as intended. Develops and maintains operating systems documentation and procedure manuals.</td>
</tr>
<tr>
<td><strong>Minimum Education:</strong> Bachelor’s degree in Business Management, Accounting, Business Administration, or a related field.</td>
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<tr>
<th><strong>Job Title:</strong> Database Administrator I</th>
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<tbody>
<tr>
<td><strong>Minimum/General Experience:</strong> At least 3 years of relevant experience in administration, analysis, and programming of computerized databases. Competent to work at a high level for all phases of database management.</td>
</tr>
<tr>
<td><strong>Functional Responsibility:</strong> Performs activities related to database design, implementation and maintenance. Maintains data dictionaries and central data repository. Supports application system development life cycle. May develop policies and procedures relating to database management, security, maintenance and utilization. May be responsible for database backup and recovery procedures, access security and database integrity, physical data storage design and data storage management.</td>
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<tr>
<td><strong>Minimum Education:</strong> Bachelor’s Degree in Computer Science or equivalent.</td>
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<tr>
<th><strong>Commercial Job Title:</strong> Database Administrator II</th>
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<tbody>
<tr>
<td><strong>Minimum/General Experience:</strong> At least 7 years of relevant experience in administration, analysis, and programming of computerized databases. Competent to work at a high level for all phases of database management.</td>
</tr>
<tr>
<td><strong>Functional Responsibility:</strong> Performs activities related to database design, implementation and maintenance. Performs logical and physical design of databases. Maintains data dictionaries and central data repository. Supports application system development life cycle. May develop policies and procedures relating to database management, security, maintenance and utilization. May be responsible for database backup and recovery procedures, access security and database integrity, physical data storage design and data storage management.</td>
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<td><strong>Minimum Education:</strong> Bachelor’s Degree in Computer Science or equivalent.</td>
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<td><strong>Job Title:</strong></td>
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<tr>
<td><strong>Minimum/General Experience:</strong></td>
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<tr>
<td><strong>Functional Responsibility:</strong></td>
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<td><strong>Minimum Education:</strong></td>
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<tr>
<th><strong>Job Title:</strong></th>
<th><strong>Network Analyst</strong></th>
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<tbody>
<tr>
<td><strong>Minimum/General Experience:</strong></td>
<td>Two years of experience in a technical or engineering field. Experience in operating personal computer systems.</td>
</tr>
<tr>
<td><strong>Functional Responsibility:</strong></td>
<td>Provides Level I and II Help Desk IT support to end users in a microprocessor-based networked environment, or supporting an agency's property management and inventory control/tracking system. Demonstrated experience in interacting with senior analysts and engineers (network, software/applications development, etc.) to identify and resolve core problems, or conducting physical inventory of IT equipment. Knowledge of various desktop and notebook applications including Microsoft Windows XP, Microsoft Office 2003, Adobe Pro, PointSec encryption, WebEx, TrackIT and/or Remedy, and web-based office support systems, and/or asset management systems. Experience supporting backup and/or contingency Help Desk operations by providing remote IT support assistance, and/or property management.</td>
</tr>
<tr>
<td><strong>Minimum Education:</strong></td>
<td>Bachelor's degree in Computer Science, Information Systems or other technically related discipline, or an Associate degree with 2 years of experience, or a High School degree with four years of experience.</td>
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<tr>
<th><strong>Job Title:</strong></th>
<th><strong>Principal Engineer</strong></th>
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<tr>
<td><strong>Minimum/General Experience:</strong></td>
<td>Five or more years of management experience in the analysis, planning, design, development, installation, reengineering and/or support of integrated information technology (IT) systems. Highly experienced in the application of engineering concepts, principles, methods, processes and procedures.</td>
</tr>
<tr>
<td><strong>Functional Responsibility:</strong></td>
<td>Provides senior level program management of individual or major task(s) of government contracts. Supervises the research, analysis, design, development, installation and testing of integrated IT systems to ensure conformity to functional specifications and requirements. Directs requirements analysis and validation to determine IT performance requirements, functional analysis and verification to translate concepts into design criteria, synthesis of requirements into product solutions and modeling to evaluate functional architecture and design solutions. Oversees tradeoff studies, the identification of alternative design approaches and implications thereof and the development of innovative solutions to complex problems. Supervises the preparation of IT engineering standards, procedures and detailed engineering packages, including specifications, drawings, interface and technical documents. Utilizes computer- assisted engineering and design software and equipment to perform engineering tasks, including the development and integration of industrial processes. Supervises the design, development and conduct of tests to evaluate IT systems/equipment for compliance to specifications and adherence to safety</td>
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</table>
### Program Manager

**Minimum/General Experience:**
Must have 10 years of IT experience, including at least 7 years of IT and/or telecommunications system management experience.

**Functional Responsibility:**
Performs day-to-day management of delivery order projects for IT technology projects that involve teams of data processing and other information systems management professionals who have previously been involved in analyzing, designing, integrating, testing, documenting, converting, extending, and implementing automated information and telecommunications systems. Demonstrates proven skills in those technical areas addressed by the delivery order to be managed. Organizes, directs, and coordinates the planning and production of all activities associated with assigned deliverables. Establishes and alters, as necessary, corporate management structure to direct effective contract support activities. Demonstrates good written and oral communications.

**Minimum Education:**
Bachelor’s in Arts or Science Degree, PMP Certified

### Project Lead

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

**Functional Responsibility:**
The Project Lead directly supports Project Manager by maintaining personnel and other files; prepares correspondence, schedules and coordinates travel. Assists in the preparation of documents and supports the development of contract deliverables and reports. Responsible for integrating the graphics generated with automated tools and the deliverable documents. Assists in preparation of management plans and reports. Performs analysis, development, and review program administrative operating procedures.

**Minimum Education:**
Bachelor’s Arts or Science in related field or equivalent
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<tr>
<th><strong>Job Title:</strong></th>
<th><strong>Project Manager I</strong></th>
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<tr>
<td><strong>Minimum/General Experience:</strong></td>
<td>Eight years information technology experience, including five years of experience in a management or supervisory capacity, plus three years of experience in the functional area of the project to be managed. Organizes, directs, and coordinates planning and execution of all program/technical support activities. Has demonstrated information technology expertise and communications skills to be able to interface with all levels of management. Simultaneously plans and manages the transition of several highly technical projects. Establishes and alters (as necessary) management structure to effectively direct program/technical support activities. Meets and confers with Government management officials regarding the status of program/technical activities and problems, issues or conflicts regarding resolution.</td>
</tr>
<tr>
<td><strong>Functional Responsibility:</strong></td>
<td>Responsible for planning and executing a project. Prepares and maintains the project schedule and budget. Prepares and delivers status reports to the customer. Primary point of contact for the customer. Oversees all work and takes corrective action as necessary to ensure project success. Manages staffing, budget, prioritization, and other personnel matters. May serve as technical lead for the project.</td>
</tr>
<tr>
<td><strong>Minimum Education:</strong></td>
<td>Bachelor’s Degree in Computer Science or equivalent</td>
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<tr>
<th><strong>Job Title:</strong></th>
<th><strong>Project Manager II</strong></th>
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<tr>
<td><strong>Minimum/General Experience:</strong></td>
<td>Ten years information technology experience, including five years of experience in a management or supervisory capacity, plus three years of experience in the functional area of the project to be managed. Organizes, directs, and coordinates planning and execution of all program/technical support activities. Has demonstrated information technology expertise and communications skills to be able to interface with all levels of management. Simultaneously plans and manages the transition of several highly technical projects. Establishes and alters (as necessary) management structure to effectively direct program/technical support activities. Meets and confers with Government management officials regarding the status of program/technical activities and problems, issues or conflicts regarding resolution.</td>
</tr>
<tr>
<td><strong>Functional Responsibility:</strong></td>
<td>Responsible for planning and executing a project. Prepares and maintains the project schedule and budget. Prepares and delivers status reports to the customer. Primary point of contact for the customer. Oversees all work and takes corrective action as necessary to ensure project success. Manages staffing, budget, prioritization, and other personnel matters. May serve as technical lead for the project.</td>
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<tr>
<td><strong>Minimum Education:</strong></td>
<td>Master’s Degree in Computer Science or equivalent</td>
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**Job Title:** Project Manager III  

**Minimum/General Experience:**  
Twelve years information technology experience, including eight years of experience in a management or supervisory capacity, plus five years of experience in the functional area of the project to be managed. Organizes, directs, and coordinates planning and execution of all program/technical support activities. Has demonstrated information technology expertise and communications skills to be able to interface with all levels of management. Simultaneously plans and manages the transition of several highly technical projects. Establishes and alters (as necessary) management structure to effectively direct program/technical support activities. Meets and confers with Government management officials regarding the status of program/technical activities and problems, issues or conflicts regarding resolution.  

**Functional Responsibility:**  
Responsible for planning and executing a project. Prepares and maintains the project schedule and budget. Prepares and delivers status reports to the customer. Primary point of contact for the customer. Oversees all work and takes corrective action as necessary to ensure project success. Manages staffing, budget, prioritization, and other personnel matters. May serve as technical lead for the project.  

**Minimum Education:**  
Master’s Degree in Computer Science or equivalent

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**Job Title:** Quality Assurance Specialist  

**Minimum/General Experience:**  
Five years of experience in design, review, test plan creation, test case implementation, defect report creation and tracking, and documentation review.  

**Functional Responsibility:**  
Plans, coordinates and executes quality reviews to assess contract obligations and customer expectations. Conducts in-depth interviews with multiple levels of management. Analyzes and compiles complex quality statistics to determine account trends and documents findings to management. Advises managers in preparing an action plan following each quality review. Identifies and researches account concerns and problem areas and oversees implementation of procedural/system solutions to improve performance quality. Identifies account management trends across the organization and proposes methods and policies for quality improvement.  

**Minimum Education:**  
Bachelor’s degree in Business Management, Accounting, Business Administration, or a related field.

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**Job Title:** Senior Business Analyst  

**Minimum/General Experience:**  
Twelve years of experience evaluating, developing, and documenting organizational processes and procedures; implementing new business or computer systems; and delivering operational staff training.  

**Functional Responsibility:**  
Analyzes business processes to determine most efficient methods of accomplishing work. Uses computer-based and manual workflow analysis tools to study work procedures, information flows, production methods, inventory controls, and cost analyses. Documents findings and recommends new procedures, systems, and organizational changes, including staffing, equipment, and facility requirements. Monitors newly implemented systems to ensure smooth functioning. May install new systems and train operating staff. May conduct operational effectiveness reviews to ensure changes are applied and functioning as intended. Develops and maintains operating systems documentation and procedure manuals.  

**Minimum Education:**  
Bachelor’s degree in Business Management, Accounting, Business Administration, or a related field.
**Job Title:** Senior Information Technical Architect  

**Minimum/General Experience:**  
Twelve (12) or more years of experience in system architecture consulting, of which ten (10) or more include business process reengineering; a minimum of six (6) years of demonstrated specialized experience in consulting with executive management and in managing projects for enterprise systems that require the application of reengineering, organizational, and operational change management approaches and information technology infrastructure redesign.

**Functional Responsibility:**  
The Senior Information Technical Architect (SITA) establishes system information requirements using analysis of the information engineer(s) in the development of enterprise-wide or large-scale information systems. Designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Ensures these systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI) and International Standards Organization (ISO) reference models, and profiles of standards - such as Institute of Electrical and Electronic Engineers (IEEE) Open Systems Environment (OSE) reference model - as they apply to the implementation and specification of Information Management (IM) solution of the application platform, across the application program interface (API), and the external environment/software application. Evaluates analytically and systematically problems of workflows, organization, and planning and develops appropriate corrective action. Senior level supervisor provides daily supervision and direction to staff.

**Minimum Education:**  
Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, Science or other technically related discipline.

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**Job Title:** Senior Network Analyst  

**Minimum/General Experience:**  
Eight or more years of management experience in the analysis, planning, design, development, installation, reengineering and/or support of integrated information technology (IT) systems. Demonstrated experience in the application of engineering concepts, principles, methods, processes and procedures. Experienced in program, resource and contract management, engineering support and acquisition/development of systems and equipment.

**Functional Responsibility:**  
Provides program management of individual small to medium scale government contracts or associated comprehensive tasks. Oversees/conducts the research, analysis, design, development, installation and testing of integrated IT systems to ensure conformity to functional specifications and requirements. Supervises/performers analysis and validation to determine IT performance requirements, functional analysis and verification to translate concepts into design criteria, synthesis of requirements into product solutions and modeling to evaluate functional architecture and design solutions. Oversees/performers tradeoff studies, the identification of alternative design approaches and implications thereof and the development of innovative solutions to complex problems. Coordinates the preparation of IT engineering standards, procedures and detailed engineering packages, including specifications, drawings, interface and technical documents. Utilizes computer-assisted engineering and design software and equipment to perform engineering tasks, including the development and integration of industrial processes. Oversees/performers the design, development and conduct of tests to evaluate IT systems/equipment for compliance to specifications and adherence to safety criteria. Coordinates the operation, maintenance, repair and testing of IT equipment and systems in field installations. Participates in special research or technical studies critical to support functions, utilizing computer techniques for analysis or simulation. Provides planning, direction and coordination of work activity and training of technical staff.

**Minimum Education:**  
Master’s degree in Computer Science, Information Systems or other technically related discipline, or a
Job Title: **Senior Principal Computer Scientist**

**Minimum/General Experience:**
Ten (10) years of experience in analyzing end user requirements, planning, designing, and enhancing data communications networks in a microprocessor-based Wide Area Network environment.

**Functional Responsibility:**
Demonstrated working knowledge of Ethernet, FDDI, TCP/IP, remote wireless access, and VPN application. Experience with network analysis/management tools and techniques and familiarization with microprocessors in a client/server environment. Experience in planning and implementing network backup and contingency IT operations. Bachelor’s degree in computer science, information systems/technology, mathematics, engineering, or related field.

**Minimum Education:**
Bachelor’s degree in Business Management, Accounting, Business Administration, or a related field. CISCO Certified Network Professional (CCNP) or similar certification.

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Job Title: **Senior Technology Analyst I**

**Minimum/General Experience:**
Four years of experience in an area of specialization associated with the requirement. Experience with Government or industry standards, processes, procedures, methodologies, or tools that support analysis as relative to the requirement.

**Functional Responsibility:**
Manages the Web programming language team activities performed on the Web-based forms. Develops and tests the on-line interface of the Web programming language forms. Modifies forms, as appropriate, to reflect the Program Office requirements. Provides expert advice on the Web programming language applications and strategies. Configures, maintains and optimizes the search engine servers to provide peak search performance. Provides expert advice on Web policies and standards. Provides Web performance measures and statistical reports to a Webmaster and ensures the reports are updated monthly with concise write-ups and/or images. Identifies areas of non-compliance based on current Web standards and Web audit results.

**Minimum Education:**
Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, Science or other technically related discipline.

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Job Title: **Senior Technology Analyst II**

**Minimum/General Experience:**
Seven years of experience in an area of specialization associated with the requirement. Experience with Government or industry standards, processes, procedures, methodologies, or tools that support analysis as relative to the requirement.

**Functional Responsibility:**
Manages the Web programming language team activities performed on the Web-based forms. Develops and tests the on-line interface of the Web programming language forms. Modifies forms, as appropriate, to reflect the Program Office requirements. Provides expert advice on the Web programming language applications and strategies. Configures, maintains and optimizes the search engine servers to provide peak search performance. Provides expert advice on Web policies and standards. Provides Web performance measures and statistical reports to a Webmaster and ensures the reports are updated monthly with concise write-ups and/or images. Identifies areas of non-compliance based on current Web standards and Web audit results.

**Minimum Education:**
Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, Science or other
### Subject Matter Expert I

**Minimum/General Experience:**
Eight years of experience of intensive and progressive experience in the individual's field of study and specialization. This experience is expected to include a broad spectrum of expertise in a variety of aspects of the field of expertise (i.e., a Principal Logistics Specialist should have experience in support analysis, supply, distribution, maintenance, and transportation, or a Principal Information Engineer should have experience in systems analysis, design and programming using manual and automated tools and methods, such as I-CASE tools.)

**Functional Responsibility:**
As an expert in the subject matter field, may augment or direct project teams. Provides high level functional and systems analysis, design, integration, documentation, and implementation advice on exceptionally complex studies, which require an expert knowledge of the subject matter for effective problem solution. Participates in all phases of study development with emphasis on the planning, analysis, documentation, and presentation phases. Applies higher level mathematical principles and methods to exceptionally difficult and narrowly defined technical problems in engineering and other physical sciences to arrive at automated solutions. Reviews and approves the design and preparation of technical documentation and reports. Prepares and delivers senior management presentations and briefings as required by the task order. May serve as a Task Leader, responsible for ensuring the quality and timeliness of services delivered.

**Minimum Education:**
Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, Science or other technically related discipline.

### Subject Matter Expert II

**Minimum/General Experience:**
Twelve years of experience of intensive and progressive experience in the individual's field of study and specialization. This experience is expected to include a broad spectrum of expertise in a variety of aspects of the field of expertise (i.e., a Principal Logistics Specialist should have experience in support analysis, supply, distribution, maintenance, and transportation, or a Principal Information Engineer should have experience in systems analysis, design and programming using manual and automated tools and methods).

**Functional Responsibility:**
As an expert in the subject matter field, may augment or direct project teams. Provides high level functional and systems analysis, design, integration, documentation, and implementation advice on exceptionally complex studies, which require an expert knowledge of the subject matter for effective problem solution. Participates in all phases of study development with emphasis on the planning, analysis, documentation, and presentation phases. Applies higher level mathematical principles and methods to exceptionally difficult and narrowly defined technical problems in engineering and other physical sciences to arrive at automated solutions. Reviews and approves the design and preparation of technical documentation and reports. Prepares and delivers senior management presentations and briefings as required by the task order. May serve as a Task Leader, responsible for ensuring the quality and timeliness of services delivered.

**Minimum Education:**
Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, Science or other technically related discipline.
### Systems Administrator I

**Minimum/General Experience:**
Two years of experience in the evaluation, installation, configuration management, and user support of hardware and software.

**Functional Responsibility:**
Assists with the installation, maintenance and usage of a system under supervision. Installs software and troubleshoots user and system problems. Maintains security.

**Minimum Education:**
Associate’s Degree in Computer Science or equivalent.

### Systems Administrator II

**Minimum/General Experience:**
Five years of experience in the evaluation, installation, configuration management, and user support of hardware and software.

**Functional Responsibility:**
Assists with the installation, maintenance and usage of a system under supervision. Installs software and troubleshoots user and system problems. Maintains security.

**Minimum Education:**
Bachelor’s Degree in Computer Science or equivalent.

### Systems Analyst I

**Minimum/General Experience:**
Two years of experience in an area of specialization associated with the requirement. Experience with Government or industry standards, processes, procedures, methodologies, or tools that support analysis as relative to the requirement.

**Functional Responsibility:**
Applies expert systems analysis and design techniques to complex computer systems in an area. Has broad knowledge of data sources/flow, interactions of complex systems, and capabilities/limitations of systems software and computer equipment. Establishes framework of new computer systems from feasibility studies to post implementation evaluation. Recognizes probable conflicts and integrating diverse data sources. Produces innovative solutions for a variety of complex problems. Prepares overall project recommendations.

**Minimum Education:**
Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, Science or other technically related discipline.

### Systems Analyst II

**Minimum/General Experience:**
Five years of experience in an area of specialization associated with the requirement. Experience with Government or industry standards, processes, procedures, methodologies, or tools that support analysis as relative to the requirement.

**Functional Responsibility:**
Applies expert systems analysis and design techniques to complex computer systems in an area. Has broad knowledge of data sources/flow, interactions of complex systems, and capabilities/limitations of systems software and computer equipment. Establishes framework of new computer systems from feasibility studies to post implementation evaluation. Recognizes probable conflicts and integrating diverse data sources. Produces innovative solutions for a variety of complex problems. Prepares overall project recommendations.

**Minimum Education:**
Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, Science or other technically related discipline.
### Systems Analyst III

**Minimum/General Experience:**
Seven years of experience in an area of specialization associated with the requirement. Experience with Government or industry standards, processes, procedures, methodologies, or tools that support analysis as relative to the requirement.

**Functional Responsibility:**
Applies expert systems analysis and design techniques to complex computer systems in an area. Has broad knowledge of data sources/flow, interactions of complex systems, and capabilities/limitations of systems software and computer equipment. Establishes framework of new computer systems from feasibility studies to post implementation evaluation. Recognizes probable conflicts and integrating diverse data sources. Produces innovative solutions for a variety of complex problems. Prepares overall project recommendations.

**Minimum Education:**
Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, Science or other technically related discipline.

### Technical Analyst

**Minimum/General Experience:**
Two years’ experience in providing Level I and II Help Desk IT support to end users in a microprocessor-based networked environment, or supporting agency property management operations. Demonstrated experience in interacting with senior analysts and engineers (network, software/applications development, etc.) to identify and resolve core problems, or conducting/maintaining office and/or IT equipment inventory. Knowledge of various desktop and notebook applications including Microsoft Windows XP, Microsoft Office 2003, Adobe Pro, PointSec encryption, WebEx, TrackIT and/or Remedy, and web-based office support systems and/or asset management systems. Experience supporting backup and/or contingency Help Desk operations by providing remote IT support assistance, and/or property management reporting.

**Functional Responsibility:**
Participates in the identification of alternative approaches and implications thereof and develops solutions to technical problems. Performs studies, design, development, implementation, operation and maintenance of various systems, equipment, and procedures. Determines life cycle support of ADP, telecommunication and hardware systems, including logistic support analysis, integrated logistic support, computer resources, configuration, provisioning, training, technical documentation, etc. Coordinates the work activity and conducts training of junior technical staff.

**Minimum Education:**
Bachelor's degree in Computer Science, Information Systems or other technically related discipline, or an Associate degree with 2 years of experience, or a High School degree with 4 years of experience.

### Technical Writer/Editor

**Minimum/General Experience:**
Five years of experience in writing, designing, editing, and preparing business or technical documentation, to include independent and creative writing. Experience with and thorough knowledge of Department of Defense (DoD), Federal Information Processing (FIP), Government Printing Office (GPO), or commercial documentation standards as appropriate to the assignment. Experience with processing new or special project material. Experience in material verification through consultation with subject matter specialists/experts or independent research. Experience in managing copy preparation through production.

**Functional Responsibility:**
Responsible for supervising and/or performing documentation design, development, and preparation throughout the production cycle that can include: technical writing/editing, editorial consultation, copy
Job Title: Technician
Minimum/General Experience:
One year of experience in the installation, reconfiguration, testing, servicing and maintenance of computer, telecommunication, microprocessor, network and other systems and equipment. Familiar with troubleshooting, repairing, testing and calibrating systems and equipment and associated software programs. Knowledgeable of computer/telecommunication equipment and software applications and some experience in the use of diagnostic equipment, special tools and test procedures to resolve problems.

Functional Responsibility:
Provides technical support in the installation, relocation, reconfiguration, integration and testing of computer, peripherals, equipment and associated software programs, applying the principals of computer science, telecommunications and mechanical, electrical or marine engineering. Assists in the assembly, integration, testing and upgrade of microprocessor-based systems in a LAN/WAN environment. Assists in the use of current diagnostic procedures, electronic test equipment, tools and instruments to determine the cause of malfunctions and perform corrective action. Provides the operation, maintenance, upgrade, training and technical help desk support for company and client operational computer, telecommunication and microprocessor systems.

Minimum Education:
High school degree.

Job Title: Web Content Specialist
Minimum/General Experience:
Four years of experience in the development of Internet/Intranet applications such as home pages, interfaces with databases, and security. Proficient with HyperText Markup Language (HTML), JAVA, or other Internet/Intranet application engines as required.

Functional Responsibility:
Provides expertise in the areas of Web content development including taxonomy development and writing “search engine optimized” content for the Web. Creates and updates Web content via Content Management Systems and familiar with “plain language” principles of Web content development. Determines content structure and evaluate content effectiveness such as language testing and card sorting. Working knowledge of best practices in Web development and on-line metrics evaluation to assess effectiveness and popularity of content.

Minimum Education:
Associate’s Degree in Computer Science or technical certification
<table>
<thead>
<tr>
<th>Job Title: Web Designer/Developer I</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Minimum/General Experience:</strong></td>
<td>Two years of experience in the development of Internet/Intranet applications such as home pages, interfaces with databases, and security. Proficient with HyperText Markup Language (HTML), JAVA, or other Internet/Intranet application engines as required.</td>
</tr>
<tr>
<td><strong>Functional Responsibility:</strong></td>
<td>Front-end Web design and development specialist responsible for gathering and evaluating stakeholder requirements for graphic design and Web development tasks, creating and implementing design concepts, graphics production and user interface design for Websites. Develops and implements 508-compliant Web pages and content for Websites using HTML, CSS, and client's CMS application; verifies browser compatibility and follows industry-standard quality assurance practices.</td>
</tr>
<tr>
<td><strong>Minimum Education:</strong></td>
<td>Associate’s Degree in Computer Science or technical certification</td>
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<table>
<thead>
<tr>
<th>Job Title: Web Designer/Developer II</th>
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<tr>
<td><strong>Minimum/General Experience:</strong></td>
<td>Five years of experience in the development of Internet/Intranet applications such as home pages, interfaces with databases, and security. Proficient with HyperText Markup Language (HTML), JAVA, or other Internet/Intranet application engines as required.</td>
</tr>
<tr>
<td><strong>Functional Responsibility:</strong></td>
<td>Front-end Web design and development specialist responsible for gathering and evaluating stakeholder requirements for graphic design and Web development tasks, creating and implementing design concepts, graphics production and user interface design for Websites. Develops and implements 508-compliant Web pages and content for Websites using HTML, CSS, and client's CMS application; verifies browser compatibility and follows industry-standard quality assurance practices.</td>
</tr>
<tr>
<td><strong>Minimum Education:</strong></td>
<td>Associate’s Degree in Computer Science or technical certification</td>
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<table>
<thead>
<tr>
<th>Job Title: Software/Systems Technician II</th>
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</thead>
<tbody>
<tr>
<td><strong>Minimum/General Experience:</strong></td>
<td>Two years of experience in Information Technology, Information Assurance, Computer Science, or related discipline.</td>
</tr>
<tr>
<td><strong>Functional Responsibility:</strong></td>
<td>Knowledge of Information Technology and/or specialized application in operational environments. Follows Standard Operating Procedures to implement general IT support functions. Diagnoses and solves IT-related problems. Interfaces with Client technical and/or management points of contact to ensure task satisfaction. Performs data entry and/or manipulation as necessary.</td>
</tr>
<tr>
<td><strong>Minimum Education:</strong></td>
<td>Bachelor’s degree in Information Technology, Information Assurance, Computer Science, or related discipline</td>
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<table>
<thead>
<tr>
<th>Job Title: Software/Systems Technician III</th>
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<tr>
<td><strong>Minimum/General Experience:</strong></td>
<td>Five years of experience in Information Technology, Information Assurance, Computer Science, or related discipline.</td>
</tr>
<tr>
<td>Job Title: Software/Systems Engineer</td>
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<tr>
<td><strong>Functional Responsibility:</strong></td>
<td></td>
</tr>
<tr>
<td>In-depth knowledge of Information Technology and/or specialized application in operational environments. Follows Standard Operating Procedures to implement general IT support functions. Diagnoses and solves complex IT-related problems. Interfaces with Client technical and/or management points of contact to ensure task satisfaction. Performs data entry and/or manipulation as necessary. Can perform in a leadership role as necessary, directing the efforts of junior Team Members to ensure client satisfaction.</td>
<td></td>
</tr>
<tr>
<td><strong>Minimum Education:</strong> Bachelor’s degree in Information Technology, Information Assurance, Computer Science, or related discipline</td>
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<table>
<thead>
<tr>
<th>Job Title: Senior Software/Systems Engineer</th>
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<tbody>
<tr>
<td><strong>Minimum/General Experience:</strong> One year of experience in Information Technology, Information Assurance, Computer Science, or related discipline.</td>
</tr>
<tr>
<td><strong>Functional Responsibility:</strong> In-depth Knowledge of Information Technology and/or specialized application in operational environments. Elicits technical and non-technical requirements to satisfy customer needs. Engineers systems and solutions to support scalable customer base. Performs Root Cause Analysis for complex IT-related problems. Proactively monitors and optimizes system performance. Performs database administration and/or design as necessary. Can perform in a leadership role as necessary and interfaces with Client technical and/or management points of contact to ensure program satisfaction.</td>
</tr>
<tr>
<td><strong>Minimum Education:</strong> Bachelor’s degree in Information Technology, Information Assurance, Computer Science, or related discipline</td>
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<thead>
<tr>
<th>Job Title: Senior Software/Systems Engineer</th>
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<tbody>
<tr>
<td><strong>Minimum/General Experience:</strong> Seven years of experience in Information Technology, Information Assurance, Computer Science, or related discipline.</td>
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<tr>
<td><strong>Functional Responsibility:</strong> Mastery of Information Technology and/or specialized application in operational environments. Elicits technical and non-technical requirements to support scalable customer base. Performs Root Cause Analysis for complex IT-related problems. Proactively monitors and optimizes system performance. Performs database administration and/or design as necessary. Interfaces with Client technical and/or management points of contact to ensure program satisfaction. Can perform in a leadership role as necessary, directing the efforts of Team Members to ensure client satisfaction.</td>
</tr>
<tr>
<td><strong>Minimum Education:</strong> Bachelor’s degree in Information Technology, Information Assurance, Computer Science, or related discipline</td>
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### Cascades Technologies, inc. (CTi)  
**GSA Pricelist**

<table>
<thead>
<tr>
<th>Service Name</th>
<th>Proposed Rate w/ IFF</th>
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<tr>
<td>ASAP I</td>
<td>$93.00</td>
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<tr>
<td>ASAP II</td>
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<td>ASAP III</td>
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<td>Business Process Specialist</td>
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<td>IT Governance Specialist</td>
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<td>Network Analyst</td>
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<td>Project Lead</td>
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<td>Senior Business Analyst</td>
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<td>Senior Information Technical Architect</td>
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<td>Senior Network Analyst</td>
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<tr>
<td>Senior Principal Computer Scientist</td>
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<td>Subject Matter Expert I</td>
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<td>System Administrator</td>
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<td>Technical Analyst</td>
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<td>Web Content Specialist</td>
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<td>Web Designer/Developer I</td>
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<td>Software/Systems Technician II</td>
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<tr>
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