



**A SMARTER WAY TO COMMUNICATE**

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

**GENERAL SERVICES ADMINISTRATION  
FEDERAL ACQUISITION SERVICE**

**Contract Number: GS-35F-0624Y**

**Intelligent Waves, LLC  
1801 Robert Fulton Drive, Suite 440  
Reston, VA 20191  
Phone: (703) 766-7999  
Fax: (571) 313-1963  
[www.intelligentwaves.com](http://www.intelligentwaves.com)**

**Business Size / Status: Veteran-Owned Small Business,  
Service Disabled Veteran-Owned Small Business**

**Period Covered by Contract: September 15, 2012 – September 14, 2017**

**Pricelist current through PO-0002, dated July 31, 2014.**

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



## **SPECIAL ITEM NUMBER 132-51 – INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES**

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

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

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

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

## **SPECIAL ITEM NUMBER 132-100 – ANCILLARY SUPPLIES AND/OR SERVICES**



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**132-51STLOC, 132-100STLOC:** Section 211 of the E-Government Act of 2002 (the Act) amended the Federal Property and Administrative Services Act to allow for "Cooperative Purchasing." Cooperative Purchasing allows for the Administrator of General Services to provide states and localities access to certain items offered through the General Services Administration's (GSA's) [Federal Supply Schedule 70](#), Information Technology (IT) Schedule contract. The information technology available to state and local governments includes automated data processing equipment (including firmware), software, supplies, support equipment, and services.



**132-51RC, 132-100RC:** Section 833 of the National Defense Authorization Act allows state and local governments to purchase products and services to facilitate recovery from a major disaster. This includes advance and pre-positioning in preparation for a disaster.

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

**SPECIAL NOTICE TO AGENCIES: Small Business Participation**

SBA strongly supports the participation of small business concerns in the Federal Acquisition Service. To enhance Small Business Participation SBA policy allows agencies to include in their procurement base and goals, the dollar value of orders expected to be placed against the Federal Supply Schedules, and to report accomplishments against these goals.

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

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

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

**1. GEOGRAPHIC SCOPE OF CONTRACT:**

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

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

Offerors are requested to check one of the following boxes:

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

NOTE: *The rates included in this pricelist are for CONUS contract locations. For OCONUS efforts, Intelligent Waves' rates will be adjusted using the Department of State and Department of Defense practices for deployed personnel. Other related international expenses required to support employees outside of the Continental United States will also be included. OCONUS efforts will be negotiated specifically with ordering activities on an individual task order basis.*

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

CONTRACTOR'S ORDERING ADDRESS: Intelligent Waves, LLC  
Attn: Mark Wisecarver / GSA Orders  
1801 Robert Fulton Drive, Suite 440  
Reston, VA 20191

CONTRACTOR'S PAYMENT ADDRESS: Intelligent Waves, LLC  
Attn: GSA Orders / Accounts Receivable  
1801 Robert Fulton Drive, Suite 440  
Reston, VA 20191

Contractor must accept the credit card for payments equal to or less than the micro-purchase for oral or written orders under this contract. The Contractor and the ordering agency may agree to use the credit card for dollar amounts over the micro-purchase threshold (See GSAR 552.232-79 Payment by Credit Card). In addition, bank account information for wire transfer payments will be shown on the invoice.

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

Mark Wisecarver, (703) 766-7999

**3. LIABILITY FOR INJURY OR DAMAGE**

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

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

- Block 9: G. Order/Modification Under Federal Schedule Contract
- Block 16: Data Universal Numbering System (DUNS) Number: **788738503**
- Block 30: Type of Contractor: **B: Other Small Business** (VOSB, SDVOSB)
- Block 31: Woman-Owned Small Business: **No**
- Block 37: Contractor's Taxpayer Identification Number (TIN): **20-561-3444**
- Block 40: Veteran Owned Small Business (VOSB): **A: Service Disabled Veteran Owned Small Business**

- 4a. CAGE Code: **4LZM4**
- 4b. Contractor **has** registered with the System for Acquisition Management (SAM) Database.

**5. FOB DESTINATION**

**6. DELIVERY SCHEDULE**

- a. TIME OF DELIVERY: The Contractor shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below:

SPECIAL ITEM NUMBER	DELIVERY TIME (Days ARO)
132-51 / 132-51RC / 132-51STLOC	To be negotiated with ordering agency
132-100 / 132-100RC / 132-100STLOC	

SPECIAL ITEM NUMBER	EXPEDITED DELIVERY TIME (Days ARO)
132-51 / 132-51RC / 132-51 STLOC	To be negotiated with ordering agency
132-100 / 132-100RC / 132-100STLOC	

SPECIAL ITEM NUMBER	OVERNIGHT & 2-DAY DELIVERY TIME (Days ARO)
132-51 / 132-51RC / 132-51 STLOC	To be negotiated with ordering agency
132-100 / 132-100RC / 132-100STLOC	

- 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: **Net 30** days from receipt of invoice or date of acceptance, whichever is later.
- b. Quantity: **None Offered**
- c. Dollar Volume: **None Offered**
- d. Other Special Discounts (i.e. Government Education Discounts, etc.): **None Offered**

**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:**

Not Applicable

**10. SMALL REQUIREMENTS:** The minimum dollar of orders to be issued is **\$100.00**.

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

a. The Maximum Order for the following Special Item Numbers (SINs) is: **\$500,000.00**

Special Item Number 132-51 - Information Technology Professional Services

d. The Maximum Order for the following Special Item Numbers (SINs) is: **\$150,000.00**

Special Item Number 132-100 - Ancillary Supplies and/or Services

**12. ORDERING PROCEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS**

Ordering activities shall use the ordering procedures of Federal Acquisition Regulation (FAR) 8.405 when placing an order or establishing a BPA for supplies or services. These procedures apply to all schedules.

a. FAR 8.405-1 Ordering procedures for supplies, and services not requiring a statement of work.

b. FAR 8.405-2 Ordering procedures for services requiring a statement of work.

**13. FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS**

**REQUIREMENTS:** Ordering activities acquiring products from this Schedule must comply with the provisions of the Federal Standards Program, as appropriate (reference: NIST Federal Standards Index). Inquiries to determine whether or not specific products listed herein comply with Federal Information Processing Standards (FIPS) or Federal Telecommunication Standards (FED-STDS), which are cited by ordering activities, shall be responded to promptly by the Contractor.

**13.1 FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPS PUBS):** Information Technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with the applicable "FIPS Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Information concerning their availability and applicability should be obtained from the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, Virginia 22161. FIPS PUBS include voluntary standards when these are adopted for Federal use. Individual orders for FIPS PUBS should be referred to the NTIS Sales Office, and orders for subscription service should be referred to the NTIS Subscription Officer, both at the above address, or telephone number (703) 487-4650.

**13.2 FEDERAL TELECOMMUNICATION STANDARDS (FED-STDS):** Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STDS) should not be acquired unless a waiver has been granted in accordance with the applicable "FED-STD." Federal Telecommunication Standards are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Ordering information and information concerning the availability of FED-STDS should be obtained from the GSA, Federal Acquisition Service, Specification Section, 470 East L'Enfant Plaza, Suite 8100, SW, Washington, DC 20407, telephone number (202)619-8925. Please include a self-addressed mailing label when requesting information by mail. Information concerning their applicability can be obtained by writing or calling the U.S. Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number (301)975-2833.

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

(a) Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.

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

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

**16. GSA ADVANTAGE!**

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

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

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

**17. PURCHASE OF OPEN MARKET ITEMS**

NOTE: Open Market Items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Supply Schedule contract. Ordering Activities procuring open market items must follow FAR 8.402(f).

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

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

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

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

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

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

c. The maintenance/repair service provided is the standard commercial terms and conditions for the type of products and/or services awarded.

## **19. OVERSEAS ACTIVITIES**

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

### **NOT APPLICABLE**

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

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

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

## **21. CONTRACTOR TEAM ARRANGEMENTS**

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

## **22. INSTALLATION, DEINSTALLATION, REINSTALLATION**

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

incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds \$2,000, then the requirements of the Davis-Bacon Act applies.

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

**23. SECTION 508 COMPLIANCE.**

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

Yes  No

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

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

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

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

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

(b) The following statement:

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

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

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

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

(1) For such period as the laws of the State in which this contract is to be performed prescribe; or

(2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.

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

**26. SOFTWARE INTEROPERABILITY.**

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

**27. ADVANCE PAYMENTS**

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

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

**1. SCOPE**

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

**2. PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000)**

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

**3. ORDER**

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

**4. PERFORMANCE OF SERVICES**

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

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

- (a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-

- (1) Cancel the stop-work order; or
- (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

(b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-

- (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
- (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

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

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

## **6. INSPECTION OF SERVICES**

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

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

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Dec 2007) Rights in Data - General, may apply.

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

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

## **9. INDEPENDENT CONTRACTOR**

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

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

a. Definitions.

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

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

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

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

## **11. INVOICES**

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

## **12. PAYMENTS**

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31 (Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:

- (a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.
- (b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by —
  - (1) The offeror;
  - (2) Subcontractors; and/or
  - (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

## **13. RESUMES**

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

## **14. INCIDENTAL SUPPORT COSTS**

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

## **15. APPROVAL OF SUBCONTRACTS**

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

## **16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING**

Please refer to the information provided on [Page 14](#) below.

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

PREAMBLE

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

COMMITMENT

To actively seek and partner with small businesses.

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

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

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

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

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

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

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

**Mark Wisecarver, Operations Manager**

**Phone: (703) 766-7999**

**Fax: (571) 313-1693**

**E-mail: [mark.wisecarver@intelligentwaves.com](mailto:mark.wisecarver@intelligentwaves.com)**



(CUSTOMER NAME)  
**BLANKET PURCHASE AGREEMENT**

Pursuant to GSA Federal Supply Schedule Contract Number(s) TBD, Blanket Purchase Agreements, **Intelligent Waves, Inc.** agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH (ordering activity):

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

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

(2) Delivery:

DESTINATION	DELIVERY SCHEDULES / DATES
_____	_____
_____	_____

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

(4) This BPA does not obligate any funds.

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

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

OFFICE	POINT OF CONTACT
_____	_____
_____	_____
_____	_____

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

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

- (a) Name of Contractor;
- (b) Contract Number;
- (c) BPA Number;
- (d) Model Number or National Stock Number (NSN);
- (e) Purchase Order Number;
- (f) Date of Purchase;
- (g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and
- (h) Date of Shipment.

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

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

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

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

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

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

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

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

Here is a general outline on how it works:

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

## GSA LABOR CATEGORY DESCRIPTIONS

### Experience Substitutions Methodology:

High School Diploma + 4 years additional experience	Equals	Bachelors Degree
Associates Degree + 2 years additional experience	Equals	Bachelors Degree
Bachelors Degree + 2 years additional experience	Equals	Masters Degree
Masters Degree + 3 years additional experience	Equals	PhD

### Education Substitutions Methodology:

A Ph.D. may be substituted for 3 years of required experience with a Masters Degree or 5 years with a Bachelors Degree.
A Masters Degree may be substituted for 2 years of required experience with a Bachelors Degree.
A Bachelors Degree may be substituted for 2 years of required experience with an Associates Degree.
A Bachelors Degree may be substituted for 4 years of required experience with a High School Diploma.

<b>Title:</b>	<b>Help Desk Administrator</b>
<b>Minimum Education:</b>	Diploma
<b>Minimum Experience:</b>	Three years of general experience or one year of specialized experience on a Help Desk environment. Leadership as well as team work skills. Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from end-users, system administrators, regulatory agencies, or members of the business community. Experienced on a Windows Enterprise environment and capable of providing assistance troubleshooting systems problems.
<b>Functional Duties/ Responsibilities:</b>	The primary responsibility is to support a help desk system for task management and tracking. Responsible for assuring users are provided efficient and timely first and second level support on a 24/7 basis. Maintain and support help desk department and make budgetary recommendations to upper management. Assist colleagues from the Help Desk staff to answer and resolve customer requests or issues. Solve, or assist Help Desk representatives in solving, non-routine or complex software, hardware, network system, and networking and procedure problems. Analyze Help Desk activity and make recommendations for changes in Help Desk procedures and systems to upper management. Meet with staff, customer, supervisors, and managers to determine support requirements for new features, applications or company's system functionality. Prepare activity reports and write recommendations for management review. Coordinate scheduling of lower level Help Desk technicians. Supervise the implementation of procedure changes for the company Help Desk operations.

<b>Title:</b>	<b>Help Desk Manager</b>
<b>Minimum Education:</b>	Bachelors Degree
<b>Minimum Experience:</b>	Three years of general experience or one year of specialized experience on a Help Desk environment. Leadership skills to supervise the Help Desk personnel. Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from end-users, system administrators, regulatory agencies, or members of the business community. Experienced on a Windows Enterprise environment and capable of providing assistance troubleshooting systems problems.

<b>Functional Duties/ Responsibilities:</b>	Establish a Help Desk System for task management and tracking, and select appropriate database and workflow tools. Responsible for assuring users are provided efficient and timely first and second level support on a 24/7 basis. Create long-term strategies for growth and maintenance of Help Desk Department and make budgetary recommendations to management. Train Help Desk staff to answer and resolve customer requests or issues. Solve or assist Help Desk representatives in solving non-routine or complex software, hardware, network system, and networking and procedure problems. Analyze Help Desk activity and make recommendations for changes in procedures and systems to management. Meet with staff, customer, supervisors, and managers to determine support requirements for new features, applications or company's system functionality. Prepare activity reports and write recommendations for management review. Coordinate scheduling of Help Desk technicians. Supervise the implementation of procedure changes for the company Help Desk operations.
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<b>Title:</b>	<b>System Administrator I</b>
<b>Minimum Education:</b>	Associates Degree
<b>Minimum Experience:</b>	One year of experience in a systems administration environment. Knowledge of IT best practices and principles needed to solve computer and software problems. Good interpersonal, written, and verbal communications skills; good analytical, documentation, proactive thinking and project management skills. Ability to work IT troubleshooting independently. Knowledge of network and server deployments. Experience with laptop and PC setup.
<b>Functional Duties/ Responsibilities:</b>	Effectively provision, install/configure, operate, and maintain systems hardware and software and related infrastructure, which may include install new/rebuild existing servers and configure hardware, peripherals, services, settings, directories, storage, etc. in accordance with standards and project or operational requirements. Maintain installation and configuration procedures. Conduct capacity and performance analysis and provide system configuration change and upgrade recommendations to maintain updated systems standards. Research and recommend advanced, and where possible automate approaches for systems administration tasks to promote innovation within the infrastructure. Identify approaches that leverage the company's resources and provide economies of scale. Participation on projects is focused on smoothing the transition of projects from development staff to production staff by performing operations activities within the project life-cycle and providing assistance to users in accessing and using systems. Familiar with the Linux and Windows operating systems of the business; Linux, Windows and Application systems that support the business; and support, maintenance and research on these systems to ensure process improvement. Work under the supervision and assistance of the Systems Administrator II and III to provide the customer with reliable technical solutions related to the deployed systems.

<b>Title:</b>	<b>System Administrator II</b>
<b>Minimum Education:</b>	Associates Degree
<b>Minimum Experience:</b>	Three years of general experience or one year of specialized experience in a systems administration environment is required. Knowledge of IT best practices and principles needed to solve computer and software problems. Highly developed interpersonal, written, and verbal communications skills; Strong analytical, documentation, proactive thinking and project management skills. Advanced IT troubleshooting skills. Knowledge of network and server deployments. Experience with laptop and PC setup.

<b>Functional Duties/ Responsibilities:</b>	Effectively provision, install/configure, operate, and maintain systems hardware and software and related infrastructure. This includes install new/rebuild existing servers and configure hardware, peripherals, services, settings, directories, storage, etc. in accordance with standards and project or operational requirements. Develop and maintain installation and configuration procedures. Conduct capacity and performance analysis and provide system configuration change and upgrade recommendations to maintain updated systems standards. Research and recommend advanced, and where possible automate approaches for systems administration tasks to promote innovation within the infrastructure. Provide assistance to the Systems Administrator I and III to provide the customer with reliable technical solutions related to systems deployment. Identify approaches that leverage the company's resources and provide economies of scale. Participation on projects is focused on smoothing the transition of projects from development staff to production staff by performing operations activities within the project life-cycle and providing assistance to users in accessing and using systems. Accountable for the Linux and Windows operating systems of the business; Linux, Windows and Application systems that support the business; and support, maintenance and research on these systems to ensure process improvement. Ability to mentor and/or manage more junior team members.
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<b>Title:</b>	<b>Systems Administrator III</b>
<b>Minimum Education:</b>	Associates Degree
<b>Minimum Experience:</b>	Five years of general experience or three years of specialized experience in a systems administration environment is required. Knowledge of IT best practices and principles needed to solve computer and software problems. Highly developed interpersonal, written, and verbal communications skills; Strong analytical, documentation, proactive thinking and project management skills. Advanced IT troubleshooting skills. Knowledge of network and server deployments. Experience with laptop and PC setup.
<b>Functional Duties/ Responsibilities:</b>	Effectively provision, install/configure, operate, and maintain systems hardware and software and related infrastructure. This includes install new/rebuild existing servers and configure hardware, peripherals, services, settings, directories, storage, etc. in accordance with standards and project or operational requirements. Develop and maintain installation and configuration procedures. Conduct capacity and performance analysis and provide system configuration change and upgrade recommendations to maintain updated systems standards. Research and recommend innovative, and where possible automate approaches for systems administration tasks to promote innovation within the infrastructure. Identify approaches that leverage the company's resources and provide economies of scale. Participation on projects is focused on smoothing the transition of projects from development staff to production staff by performing operations activities within the project life-cycle and providing assistance to users in accessing and using systems. Accountable for the Linux and Windows operating systems of the business; Linux, Windows and Application systems that support the business; and support, maintenance and research on these systems to ensure process improvement. Ability to mentor and/or manage more junior team members.

<b>Title:</b>	<b>System Engineer I</b>
<b>Minimum Education:</b>	Associates Degree
<b>Minimum Experience:</b>	One year of experience with systems engineering practices. Hands on experience with Windows 2008 Server and Exchange server 2010. Solid troubleshooting skills are necessary and may happen at all layers. Knowledgeable in multiple current technology areas, including relational database platforms, client/server computer operating systems (thick & thin clients), networking hardware, protocols and administration, project management, and system integration across multi-tiered IT environments.

<b>Functional Duties/ Responsibilities:</b>	Analyze system capacity and throughput requirements in response to demand forecasts and operations trends to determine, plan, and provide for system capabilities required for projected workloads. Work under supervision and assistance of senior staff to provide the customer with reliable technical solutions related to the deployed systems. Plan layout and install new systems or modification of existing systems. May set up and control analog or hybrid computer systems to solve mission-specific engineering problems. Recognize and recommend new or emerging technology or software to satisfy functional requirements and processes. Provide highly technical and/or specialized guidance concerning automation solutions to complex information processing problems related to subject field. Provide customer support using enterprise solutions software to integrate business areas, consistent with today's technology in order to operate in an open systems environment and client service architectures.
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<b>Title:</b>	<b>System Engineer II</b>
<b>Minimum Education:</b>	Associates Degree
<b>Minimum Experience:</b>	Three years of general experience or one year of specialized experience with systems engineering practices. Hands on experience with Windows 2008 Server and Exchange server 2010. Experience with Dell PowerEdge servers and VMware ESX 3.5 or above. Solid troubleshooting skills are necessary and may happen at all layers. Knowledgeable in multiple current technology areas, including relational database platforms, client/server computer operating systems (thick & thin clients), networking hardware, protocols and administration, project management, and system integration across multi-tiered highly secure IT environments.
<b>Functional Duties/ Responsibilities:</b>	Analyze system capacity and throughput requirements in response to demand forecasts and operations trends to determine, plan, and provide for system capabilities required for projected workloads. Provide assistance to junior staff and take direction from senior staff to provide the customer with reliable technical solutions related to systems deployment. Plan layout and installation of new systems or modification of existing systems. May set up and control analog or hybrid computer systems to solve mission-specific engineering problems. Recognize and recommend new or emerging technology or software to satisfy functional requirements and processes. Provide highly technical and/or specialized guidance concerning automation solutions to complex information processing problems related to the subject field. Provide customer support using enterprise solutions software to integrate business areas, consistent with today's technology in order to operate in an open systems environment and client service architectures. Ability to mentor and/or manage more junior team members.

<b>Title:</b>	<b>System Engineer III</b>
<b>Minimum Education:</b>	Bachelors Degree
<b>Minimum Experience:</b>	Five years of general experience or three years of specialized experience with systems engineering practices. Hands on experience with Windows 2008 Server and Exchange server 2010. Experience with Dell PowerEdge servers. Broad experience installing, configuring, and maintaining Active Directory environment. Experience with VMware ESX 3.5 or above. Solid troubleshooting skills are necessary and may happen at all layers. Knowledgeable in multiple current technology areas, including relational database platforms, client/server computer operating systems (thick & thin clients), networking hardware, protocols and administration, project management, and system integration across multi-tiered highly secure IT environments.

<b>Functional Duties/ Responsibilities:</b>	Analyze system capacity and throughput requirements in response to demand forecasts and operations trends to determine, plan, and provide for system capabilities required for projected workloads. Ability to mentor and/or manage more junior team members. Plan layout and installation of new systems or modification of existing systems. May set up and control analog or hybrid computer systems to solve mission-specific engineering problems. Recognize and recommend new or emerging technology or software to satisfy functional requirements and processes. Provide highly technical and/or specialized guidance concerning automation solutions to complex information processing problems related to the subject field. Provide customer support using enterprise solutions software to integrate business areas, consistent with today's technology in order to operate in an open systems environment and client service architectures. Oversee junior staff in completion of daily tasks and projects.
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<b>Title:</b>	<b>System Architect</b>
<b>Minimum Education:</b>	Bachelors Degree
<b>Minimum Experience:</b>	Seven years of general experience or five years of specialized experience in a systems architect environment. At least three years of experience as a lead engineer or architect. Extensive experience building high traffic enterprise systems. Strong understanding of high performance system architectures and patterns. Previous experience creating detailed system and functional requirements documentation including infrastructure requirements and test plans. Knowledgeable in updated cloud architectures. Strong practical working skills with Java, Apache, Tomcat, Linux, Windows, MySQL. Solid and demonstrated TCP/IP knowledge. Excellent writing skills, to communicate information effectively to customers, marketing, executives, and technical staff. Proactive, collaborative, and high-energy attitude.
<b>Functional Duties/ Responsibilities:</b>	Interface with the customer, management and all other stakeholders in order to determine their needs. Generate systems requirements at a consistent, complete, correct and operationally defined high level, based on the user's needs and other constraints such as cost and schedule. Perform cost-benefit analyses to determine whether requirements are best met by manual, software, or hardware functions; making maximum use of commercial off-the-shelf or already developed components. Developing partitioning algorithms to allocate all present and foreseeable requirements into discrete partitions such that a minimum of communications is needed among partitions, and between the user and system. Ensure that a maximally robust systems design is developed. 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. Generate products such as sketches, models, and early user guide, and prototypes to keep the user and the engineers constantly up to date and in agreement on the system to be provided as it is evolving. Ensure that all architectural products and products with architectural input are maintained in the most current state and never allowed to become obsolete.

<b>Title:</b>	<b>Network Engineer I</b>
<b>Minimum Education:</b>	Associates Degree
<b>Minimum Experience:</b>	One year of experience in a converged Cisco environment as a Network Administrator: specifically in the installation, operation, and maintenance networking architectures, such as Local Area Networks (LANs) and Wide Area Networks (WANs). Practical experience in Tier 2 help desk support exhibiting strong customer service as well as oral and written communication skills. Ability to work as a member of a team in a high pressure, highly flexible environment against both short and long term requirements. Experience with increasing responsibility in the operation and administration of servers, network infrastructure and information technology systems. Relevant hands-on experience with firewalls, IDS, and DMZs. Experience with network services like DNS, DHCP, Radius, TACACS, SNMP, LDAP, SMTP, and NFS. Working knowledge of TCP/IP, LAN, WAN, and VPNs. Knowledge and experience with layer 2 and layer 3 switching, RIP, OSPF and BGP.
<b>Functional Duties/ Responsibilities:</b>	Support the planning and performance of network engineering research, design development, operations, and other assignments in conformance with network design, engineering, and customer specifications. Support the technical part of a network project assigned to higher level engineers. Work in a team setting to help plan and execute projects and install upgrades to existing systems. Monitor and analyze network traffic with network monitoring tools. Take direction from senior staff to provide project support.

<b>Title:</b>	<b>Network Engineer II</b>
<b>Minimum Education:</b>	Associates Degree
<b>Minimum Experience:</b>	Three years of general experience or one year of specialized experience with various Cisco Branch and WAN routers, Branch/Campus LAN/Data Center Catalyst switches, and Adaptive Security Appliances (ASAs). Experience should include WAN acceleration and Type-1 encryption. Practical hands-on experience with network design, assessment, and experience with hands-on planning and installation. Strong communications skills with engineers and senior management, both orally and written. Good knowledge of servers, switches, routers, and various network services. Solid understanding of network security methods and processes, network protocols, firewalls, etc. Experienced with local and wide area network and communications architectures.
<b>Functional Duties/ Responsibilities:</b>	Assist in the preparation of engineering and technical documentation and information to meet customer requirement. Recommend data, voice, or video network investment decisions to management and customers based on results of independent assessment of current and future network performance, stability, and network management issues. Must be able to accomplish tasks which are broad in nature and are concerned with the design, implementation, and operations of communications architectures, Internet/Intranets, and integrated networks, including personnel, hardware, software and support facilities and/or equipment. Responsible for the technical/engineering part of a major project or a project of lesser complexity and importance than those normally assigned to higher level engineers. Coordinate the activities of other Network Engineers assigned to specific engineering projects. Responsible for the engineering, designing, configuration, installation, maintenance, and upgrade of the Local Area Network (LAN) and or Wide Area Network (WAN). Provide technical support and guidance on network design issues. Provide problem resolution of complex problems to less experienced engineers. Perform other duties as assigned. Provide consultation, support and guidance to the customer by participating in discussions regarding project decisions and project direction at the different levels of management. Assist junior staff members.

<b>Title:</b>	<b>Network Engineer III</b>
<b>Minimum Education:</b>	Bachelors Degree
<b>Minimum Experience:</b>	Five years of experience in designing, integrating, and maintaining mid to large scale IT platforms, such as Local Area Networks (LANs) and WANs. Relevant hands on experience with firewalls, IDS, and DMZs, or three years of specialized experience in a converged Cisco environment, with top level support and customer service skills. Strong communications skills both orally and written. Relative experience as a network team leader. Experience with increasing responsibility in the operation and administration of servers, network infrastructure and information technology systems. Experience with network and enterprise services such as DNS, DHCP, Radius, TACACS, SNMP, LDAP, SMTP, and NFS. Working knowledge of TCP/IP, LAN, WAN, and VPNs. Knowledge and experience with layer 2 and layer 3 switching, RIP, OSPF and BGP.
<b>Functional Duties/ Responsibilities:</b>	Analyzes user needs to determine functional and cross-functional requirements. Performs functional allocation to identify required tasks and their interrelationships. Applies business process improvement practices to re-engineer methodologies/principles and business process modernization projects. Applies, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques. Assists in establishing information technology standards for information systems procedures. Constructs sound, logical business improvement opportunities consistent with current government and industry best practice guiding principles, cost savings, and Information Assurance open system architecture objectives. Supervise and provide technical assistance to the designated network team. Support the planning and performance of network engineering research, design development, operations, and other assignments in conformance with network design, engineering, and customer specifications. Supervise lower level Network Engineers.

<b>Title:</b>	<b>Network Architect</b>
<b>Minimum Education:</b>	Bachelors Degree
<b>Minimum Experience:</b>	Seven years of general experience or five years of specialized experience as a network engineer with relevant experience as a network team leader. Advanced knowledge of key protocols including BGP, IS-IS, OSPF, and EIGRP. Experience with network and enterprise services such as DNS, DHCP, Radius, TACACS, SNMP, LDAP, SMTP, and NFS. Working knowledge of TCP/IP, LAN, WAN, and VPNs. Advanced knowledge of network virtualization technologies including MPLS, VRF, VLAN, Tunneling (IPSec, GRE, L2Tov3). Knowledge of network hardware including routers, switches, firewalls, load balancers and packet shapers. Strong IPv4 skills (IPv6 is a plus). Data Center design experience. Experience with VoIP and QoS. Experience in network security standards.
<b>Functional Duties/ Responsibilities:</b>	Provides technical direction and frameworks to meet business needs. Writes technical and business documentation. Liaise with management and support teams. Assists in scoping and costing of projects. Guides and influences team members and business colleagues. Creates presentations/solutions and articulate to boards and executives. Works with other SMEs and technical support teams in the pursuit of technically excellent solutions. Produces technically excellent solutions architecture that is assigned to business needs and direction. Analyzes user needs to determine functional and cross-functional requirements. Establishes information technology standards for information systems procedures. Constructs sound, logical business improvement opportunities consistent with current government and industry best practice guiding principles, cost savings, and Information Assurance open system architecture objectives. Supervises and provide technical assistance to the designated network team.

<b>Title:</b>	<b>Storage Area Network (SAN) Engineer I</b>
<b>Minimum Education:</b>	Associates Degree
<b>Minimum Experience:</b>	One year of experience in a NetApp delivery environment. Previous NetApp systems engineer and storage experience. Strong foundation in NetApp storage and SnapSuite of software (SnapManager, etc.). Some experience with NetApp storage efficiencies (RAID-DP, dedupe, Thin Provisioning, SnapShots). Experience with 6xxx series products and current revisions of Data ONTAP. Fundamental understanding on NAS and SAN environments and technologies. Experience with installation/Configuration; ONTAP upgrades/downgrades as well as with both block level and file level data migrations. VMware knowledge is preferred. Ability to maintain technology expertise & currency in NetApp technologies.
<b>Functional Duties/ Responsibilities:</b>	Primary responsibility is to deliver NetApp products as a part of a team. Assist in the design and/or recommendation of technical solutions based on NetApp Storage Solutions. Facilitate long-term customer relationships through the delivery of technical solutions to customer business problems. Participate in prospective client meetings, presentations, conference calls, web conferences, and whiteboard sessions. Provide assistance to senior staff to provide the customer with reliable technical solutions related to NetApp storage deployment. Provide input to a detailed Situation Report to upper management to track the deployment progress. Assist other team members in troubleshooting NetApp issues.

<b>Title:</b>	<b>Storage Area Network (SAN) Engineer II</b>
<b>Minimum Education:</b>	Associates Degree
<b>Minimum Experience:</b>	Three years of general experience or one year of specialized experience in a NetApp delivery environment, with tier 2 support and customer service skills as well as strong communication and interpersonal skills. Previous NetApp systems and storage experience. Strong foundation in NetApp storage and SnapSuite of software (SnapManager, etc.). Experience with NetApp storage efficiencies (RAID-DP, dedupe, Thin Provisioning, SnapShots). Experience with 6xxx series products and current revisions of Data ONTAP. Strong understanding of NAS and SAN environments and technologies. Experience with installation/Configuration; ONTAP upgrades/downgrades as well as with both block level and file level data migrations. VMware knowledge is preferred. Ability to maintain technology expertise & currency in NetApp technologies.
<b>Functional Duties/ Responsibilities:</b>	Primary responsibility is to deliver NetApp products. Design and/or recommend technical solutions based on NetApp Storage Solutions. Facilitate long-term customer relationships through the delivery of technical solutions to customer business problems. Participate in prospective client meetings, presentations, conference calls, web conferences, and whiteboard sessions. Aid junior staff in providing the customer with reliable technical solutions related to NetApp storage deployment. Work with senior staff in creating a detailed Situation Report for upper management to track the deployment progress. Assist other team members in troubleshooting NetApp issues.

<b>Title:</b>	<b>Storage Area Network (SAN) Engineer III</b>
<b>Minimum Education:</b>	Bachelors Degree
<b>Minimum Experience:</b>	Five years of general experience or three years of specialized experience in a NetApp delivery environment, with tier 2 support and customer service skills as well as strong communication and interpersonal skills. Previous NetApp systems and storage experience. Strong foundation in NetApp storage and SnapSuite of software (SnapManager, etc.). Experience with NetApp storage efficiencies (RAID-DP, dedupe, Thin Provisioning, SnapShots). Experience with 6xxx series products and current revisions of Data ONTAP. Strong understanding of NAS and SAN environments and technologies. Experience with installation/Configuration; ONTAP upgrades/downgrades as well as with both block level and file level data migrations. VMware knowledge is preferred. Ability to maintain technology expertise and currency in NetApp technologies.
<b>Functional Duties/ Responsibilities:</b>	Primary responsibility is to deliver NetApp products. Design and/or recommend technical solutions based on NetApp Storage Solutions. Facilitate long-term customer relationships through the delivery of technical solutions to customer business problems. Participate in prospective client meetings, presentations, conference calls, web conferences, and whiteboard sessions. Provide assistance to lower level Storage Area Network (SAN) Engineers to provide the customer with reliable technical solutions related to NetApp storage deployment. Provide a detailed Situation Report to upper management to track the deployment progress. Assist other team members in troubleshooting NetApp issues. Supervise and assist junior staff with daily tasks and provide technical expertise.

<b>Title:</b>	<b>Web/Portal Developer I</b>
<b>Minimum Education:</b>	Associates Degree
<b>Minimum Experience:</b>	One year of experience in a SharePoint environment, with top level support and customer service skills and strong communication and interpersonal skills. Experience with SQL Server 2005 or 2008 is required as well as a solid understanding of SharePoint 2007 architecture and content management concepts. Experience with third party Workflow, Content Management, and Business Intelligence tools and knowledge and experience using SharePoint Designer. Required documented experience in web design and enterprise portal management. Experience in a .Net environment, HTML, JavaScript, Cascading Style Sheets (CSS) and ASP. Knowledge and experience integrating SharePoint with Microsoft Office System, Microsoft Active Directory, and other tools and applications.
<b>Functional Duties/ Responsibilities:</b>	Work with senior staff in deploying, maintaining, upgrading, troubleshooting and monitoring a SharePoint environment. Provides hardware and software support as required. Works under the supervision of senior staff to perform a variety of SharePoint engineering tasks, which are broad in nature and are concerned with the design, implementation, and operations of integrated portals. Provides the customer with reliable technical solutions related to portals using Windows SharePoint Services, SharePoint Portal Server and Microsoft Office SharePoint Server. Ability to assist with the migration of Microsoft and non-Microsoft applications to SharePoint and to assist Senior Leaders in developing custom Command Portal views and settings. Assist other team members in troubleshooting, porting/migration, configuration/administration management, pre-rollout testing and general development consulting. Design or set page layouts, graphics, color schemes and infrastructure to meet customer's needs.

<b>Title:</b>	<b>Web/Portal Developer II</b>
<b>Minimum Education:</b>	Associates Degree
<b>Minimum Experience:</b>	Three years of general experience or one year of specialized experience in a SharePoint environment, with top level support and customer service skills and strong communication and interpersonal skills. Experience with SQL Server 2005 or 2008 is required as well as a solid understanding of SharePoint 2007 architecture and content management concepts. Experience with third party Workflow, Content Management, and Business Intelligence tools and knowledge and experience using SharePoint Designer. Required documented experience in web design and enterprise portal management. Experience in a .Net environment, HTML, JavaScript, Cascading Style Sheets (CSS) and ASP. Knowledge and experience integrating SharePoint with Microsoft Office System, Microsoft Active Directory, and other tools and applications.
<b>Functional Duties/ Responsibilities:</b>	Deploying, maintaining, upgrading, troubleshooting and monitoring a SharePoint environment. Provides hardware and software support as required. Works under the supervision of senior staff to perform a variety of SharePoint engineering tasks, which are broad in nature and are concerned with the design, implementation, and operations of integrated portals. Provides the customer with reliable technical solutions related to portals using Windows SharePoint Services, SharePoint Portal Server and Microsoft Office SharePoint Server. Ability to assist with the migration of Microsoft and non-Microsoft applications to SharePoint and to assist Senior Leaders in developing custom Command Portal views and settings. Assist other team members in troubleshooting, porting/migration, configuration/administration management, pre-rollout testing and general development consulting. Design or set page layouts, graphics, color schemes and infrastructure to meet customer's needs. Assist junior staff in daily tasks when needed.

<b>Title:</b>	<b>Web/Portal Developer III</b>
<b>Minimum Education:</b>	Bachelors Degree
<b>Minimum Experience:</b>	Five years of general experience or three years of specialized experience in a SharePoint environment, with top level support and customer service skills and strong communication and interpersonal skills. Experience with SQL Server 2005 or 2008 is required as well as a solid understanding of SharePoint 2007 architecture and content management concepts. Experience with third party Workflow, Content Management, and Business Intelligence tools and knowledge and experience using SharePoint Designer. Required documented experience in web design and enterprise portal management. Experience in a .Net environment, HTML, JavaScript, Cascading Style Sheets (CSS) and ASP. Knowledge and experience integrating SharePoint with Microsoft Office System, Microsoft Active Directory, and other tools and applications.
<b>Functional Duties/ Responsibilities:</b>	Deploying, maintaining, upgrading, troubleshooting and monitoring a SharePoint environment. Provides hardware and software support as required. Works under the supervision of a Team Lead to perform a variety of SharePoint engineering tasks, which are broad in nature and are concerned with the design, implementation, and operations of integrated portals. Provides the customer with reliable technical solutions related to portals using Windows SharePoint Services, SharePoint Portal Server and Microsoft Office SharePoint Server. Ability to assist with the migration of Microsoft and non-Microsoft applications to SharePoint and to assist Senior Leaders in developing custom Command Portal views and settings. Oversee junior level staff in troubleshooting, porting/migration, configuration/administration management, pre-rollout testing and general development consulting. Design or set page layouts, graphics, color schemes and infrastructure to meet customer's needs. Supervise and assist junior staff with technical expertise.

<b>Title:</b>	<b>Transmission Engineer I</b>
<b>Minimum Education:</b>	Associates Degree
<b>Minimum Experience:</b>	One year of experience in all aspects of Satellite Communications Technology. Relevant knowledge in the Satellite environments. Experience with RF transmission theory, digital and optical carrier systems, multiplexing, encryption systems, environmental systems, transmission test equipment, VSAT and advanced satellite/microwave training. Practical hands-on experience with Satellite implementation designs, assessments, and experience with hands-on planning and installations. Provide technical assistance when needed. Intermediate experience of frequency. Knowledge of Microwave Line-of-Sight (MLoS), to include modems, switches, MW systems, cabling, electrical, cooling, rigging, network operations and security. Experience with Simple Network Management Protocol c and Solarwinds Software. Ability to troubleshoot links and connectivity issues. Test and configure satellite communication equipment.
<b>Functional Duties/ Responsibilities:</b>	Take direction from senior staff to monitor MLoS system using SNMPc and Solarwinds software. Open, Follow-up, and close trouble tickets with vendors. Provide sites with updates during outages of links according to TTPs. Log of all commercial vendors' trouble tickets for monthly reporting. Deliver commercial provider trend analysis of systems in place. Provide coordination between sites and the MLoS companies for access to sites. Assist, coordinate, and track all site surveys. Provide customer feedback to commercial companies as needed or required. Track projects from conception to completion. Assist with getting quotes from commercial companies for upgrades, changes for existing service and new site installations. Aid senior staff in providing technical solutions for installation, upgrades and changes to Project Manager.

<b>Title:</b>	<b>Transmission Engineer II</b>
<b>Minimum Education:</b>	Associates Degree
<b>Minimum Experience:</b>	Three years of general experience or one year of specialized experience in all aspects of Satellite Communications Technology. Relevant knowledge in the Satellite environments. Experience with RF transmission theory, digital and optical carrier systems, multiplexing, encryption systems, environmental systems, transmission test equipment, VSAT and advanced satellite/microwave training. Practical hands-on experience with Satellite implementation designs, assessments, and experience with hands-on planning and installations. Provide technical assistance when needed. Intermediate experience of frequency. Knowledge of Microwave Line-of-Sight (MLoS), to include modems, switches, MW systems, cabling, electrical, cooling, rigging, network operations and security. Experience with Simple Network Management Protocol c and Solarwinds Software. Ability to troubleshoot links and connectivity issues. Test and configure satellite communication equipment.
<b>Functional Duties/ Responsibilities:</b>	Monitor MLoS system using SNMPc and Solarwinds software. Open, Follow-up, and close trouble tickets with vendors. Provide sites with updates during outages of links according to TTPs. Log of all commercial vendors' trouble tickets for monthly reporting. Deliver commercial provider trend analysis of systems in place. Provide coordination between sites and the MLoS companies for access to sites. Assist, coordinate, and track all site surveys. Provide customer feedback to commercial companies as needed or required. Track projects from conception to completion. Assist with getting quotes from commercial companies for upgrades, changes for existing service and new site installations. Provide technical solutions for installation, upgrades and changes to Project Manager.

<b>Title:</b>	<b>Transmission Engineer III</b>
<b>Minimum Education:</b>	Bachelors Degree
<b>Minimum Experience:</b>	Five years of general experience or three years of specialized experience in all aspects of Satellite Communications Technology. Relevant knowledge in the Satellite environments. Experience with RF transmission theory, digital and optical carrier systems, multiplexing, encryption systems, environmental systems, transmission test equipment, very-small-aperture-terminal and advanced satellite/microwave training. Practical hands-on experience with Satellite implementation designs, assessments, and experience with hands-on planning and installations. Provide technical assistance when needed. Intermediate experience of frequency. Knowledge of Microwave Line-of-Sight (MLoS), to include modems, switches, MW systems, cabling, electrical, cooling, rigging, network operations and security. Experience with Simple Network Management Protocol c and Solar Winds Software. Ability to troubleshoot links and connectivity issues. Test and configure satellite communication equipment.
<b>Functional Duties/ Responsibilities:</b>	Monitor MLoS system using SNMPc and Solarwind software. Open, follow-up, and close trouble tickets with vendors. Provide sites with updates during outages of links according to TTPs. Log of all vendor commercial vendors' trouble tickets for monthly reporting. Provide commercial provider trend analysis of systems in place. Provide coordination for between sites and the MLoS companies for access to sites. Assist, coordinate, and track all site surveys. Provide customer feedback to commercial companies as needed or required. Track projects from conception to completion. Assist with getting quotes from commercial companies for upgrades, changes for existing service and new site installations. Provide technical solutions for installation, upgrades and changes. Able to supervise and assist junior staff with technical knowledge.

<b>Title:</b>	<b>IT Technical Specialist I</b>
<b>Minimum Education:</b>	Associates Degree
<b>Minimum Experience:</b>	One year of experience providing IT consultant services. Strong written and oral communication skills. Good understanding of business management, core system configuration; software development life cycle (SDLC); Report, Interface, Conversion, Enhancement & Forums (RICEF) development; systems testing; and business process re-engineering are beneficial. Knowledge in a particular area of Information Technology (e.g., Information Systems Architecture, Telecommunications Systems Design, Architecture, Implementation, Information Systems Integration, Software Development Methodologies, Security Engineering, Communications and Network Systems Management), or a specific functional area (e.g., finance, logistics, and operations research).
<b>Functional Duties/ Responsibilities:</b>	Understand, articulate, and implement best practices related to the employee's area of expertise. Depending on the work environment, expect to be an active participant of a work-group with the need for specialized knowledge. Provide guidance on resolving an organizational need, and actively participate in all phases of the software development life cycle. Under broad direction, provide support, analysis and research into especially complex problems, and processes relating to the subject matter. Serve as technical contact on high-level project teams providing technical direction, interpretation and alternatives.

<b>Title:</b>	<b>IT Technical Specialist II</b>
<b>Minimum Education:</b>	Associates Degree
<b>Minimum Experience:</b>	Three years of general experience or one year of specialized experience providing IT consultant services. Experienced in Microsoft Windows technologies such as Active Directory and Microsoft Exchange and other updated technologies such as NetApp Storage, VMware and similar.
<b>Functional Duties/ Responsibilities:</b>	Work in partnership with clients or senior executive, advising them on how to use Information Technology in order to meet their business objectives or overcome problems. Assist the junior staff and work under the supervision of senior staff to seek ways to apply technology to business processes. Research and provide information on technical trends. Consult with program or project management to develop appropriate technical solutions. Advise on options, risks, costs vs. benefits, impact on other business processes and system priorities. Meet with clients to determine IT requirements; this includes potential travel to customer site. Liaising with staff at all levels of customer's organization. Present solutions in written or oral reports. Prepare documentation and present progress reports to customers. Assist senior staff in completing daily tasks.

<b>Title:</b>	<b>IT Technical Specialist III</b>
<b>Minimum Education:</b>	Bachelors Degree
<b>Minimum Experience:</b>	Five years of general experience or three years of specialized experience providing IT consultant services. Outstanding written and oral communication skills. Related knowledge and experience in business management, core system configuration; software development life cycle (SDLC); Report, Interface, Conversion, Enhancement & Forums (RICEF) development; systems testing; and business process re-engineering are beneficial. Knowledgeable in a particular area of Information Technology (e.g., Information Systems Architecture, Telecommunications Systems Design, Architecture, Implementation, Information Systems Integration, Software Development Methodologies, Security Engineering, Communications and Network Systems Management), or a specific functional area (e.g., finance, logistics, and operations research).
<b>Functional Duties/ Responsibilities:</b>	Provide guidance on resolving an organizational need, and actively participate in all phases of the software development life cycle. Under broad direction, provide support, analysis and research into especially complex problems, and processes relating to the subject matter. Serve as the technical specialist on high-level project teams providing technical direction, interpretation and alternatives. Provide technical solutions to a wide range of difficult problems. Contribute to the completion of specific programs and projects.

<b>Title:</b>	<b>Subject Matter Expert I</b>
<b>Minimum Education:</b>	Bachelors Degree
<b>Minimum Experience:</b>	Seven years of general experience in the designated area of expertise or five years of specialized experience. Outstanding written and oral communication skills. Related knowledge and experience in business management, core system configuration; software development life cycle (SDLC); Report, Interface, Conversion, Enhancement & Forums (RICEF) development; systems testing; and business process re-engineering are beneficial. Knowledgeable in a particular area of Information Technology (e.g., Information Systems Architecture, Telecommunications Systems Design, Architecture, Implementation, Information Systems Integration, Software Development Methodologies, Security Engineering, Communications and Network Systems Management), or a specific functional area (e.g., finance, logistics, and operations research).

<b>Functional Duties/ Responsibilities:</b>	Provide guidance on resolving an organizational need, and actively participate in all phases of the software development life cycle. Under broad direction, provide support, analysis and research into especially complex problems, and processes relating to the subject matter. Serve as the technical specialist on high-level project teams providing technical direction, interpretation and alternatives. Provide technical solutions to a wide range of difficult problems. Contribute to the completion of specific programs and projects.
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<b>Title:</b>	<b>Subject Matter Expert II</b>
<b>Minimum Education:</b>	Bachelors Degree
<b>Minimum Experience:</b>	Ten years of general experience in the designated area of expertise or seven years of specialized experience. Outstanding written and oral communication skills. Related knowledge and experience in business management, core system configuration; software development life cycle (SDLC); Report, Interface, Conversion, Enhancement & Forums (RICEF) development; systems testing; and business process re-engineering are beneficial. Knowledgeable in a particular area of Information Technology (e.g., Information Systems Architecture, Telecommunications Systems Design, Architecture, Implementation, Information Systems Integration, Software Development Methodologies, Security Engineering, Communications and Network Systems Management), or a specific functional area (e.g., finance, logistics, and operations research).
<b>Functional Duties/ Responsibilities:</b>	Provide guidance on resolving an organizational need, and actively participate in all phases of the software development life cycle. Under broad direction, provide support, analysis and research into especially complex problems, and processes relating to the subject matter. Serve as the technical specialist on high-level project teams providing technical direction, interpretation and alternatives. Provide technical solutions to a wide range of difficult problems. Contribute to the completion of specific programs and projects.

<b>Title:</b>	<b>Project Manager I</b>
<b>Minimum Education:</b>	Bachelors Degree
<b>Minimum Experience:</b>	Three years of project management experience. Possesses a broad and deep knowledge of the IT industry, business administration, and human resource management.
<b>Functional Duties/ Responsibilities:</b>	Acts as the central point of contact and coordinating the management of all work performed under a task order. Coordinates the efforts of team members, vendors, and similar and report to the Program Manager if applicable. Facilitates the designated team to complete the job at hand under a predetermined deadline. Oversees the operational planning, establishment, execution, and evaluation of a multifaceted project typically consisting of a set of closely related subprojects or associated activities. Leads all aspects of project startup and ongoing execution, to include the identification, tracking, managing, and resolving of project issues; proactively disseminate project information to all stakeholders; identify, manage and mitigates project risk; ensures that the solution is of acceptable quality; proactively manages scope to ensure that only what was agreed to is delivered, unless changes are approved through scope management; defines and collects metrics to give a sense for how the project is progressing and whether the deliverables produced are acceptable; and manages the overall schedule to ensure work is assigned and completed on time and within budget.

<b>Title:</b>	<b>Project Manager II</b>
<b>Minimum Education:</b>	Bachelors Degree
<b>Minimum Experience:</b>	Five years of project management experience. Possesses a broad and deep knowledge of the IT industry, business administration, and human resource management.

<b>Functional Duties/ Responsibilities:</b>	Acts as the central point of contact and coordinating the management of all work performed under a task order. Coordinates the efforts of team members, vendors, and similar and report to the Program Manager if applicable. Facilitates the designated team to complete the job at hand under a predetermined deadline. Oversees the operational planning, establishment, execution, and evaluation of a multifaceted project typically consisting of a set of closely related subprojects or associated activities. Leads all aspects of project startup and ongoing execution, to include the identification, tracking, managing, and resolving of project issues; proactively disseminate project information to all stakeholders; identify, manage and mitigates project risk; ensures that the solution is of acceptable quality; proactively manages scope to ensure that only what was agreed to is delivered, unless changes are approved through scope management; defines and collects metrics to give a sense for how the project is progressing and whether the deliverables produced are acceptable; and manages the overall schedule to ensure work is assigned and completed on time and within budget.
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<b>Title:</b>	<b>Knowledge and Operations Management Integrator</b>
<b>Minimum Education:</b>	Bachelors Degree
<b>Minimum Experience:</b>	Three years of experience in this field. Knowledge of Information Technology and Agency supported utility and security applications. Knowledge of project management and applications development techniques. Knowledge of the organizational standards for systems configurations, related information security policies, and procedures for managing systems software.
<b>Functional Duties/ Responsibilities:</b>	Plan, test, install, and integrate new and upgraded versions of the relevant operating systems on organizational computer systems, all third-party software components, and subsystems. Researches and resolves complex systems software problems efficiently and accurately while adhering to internal software management standards and procedures. Provides technical support to applications and utility developers on requirements for integration into the operating environment. Serves as technical referent on engineering review boards considering all additions to or changes to the operating environment. Compose technical documents including, user's manuals, training materials, installation guides, proposals, and reports. Edit functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents. Conduct research and ensure the use of proper technical terminology.

<b>Title:</b>	<b>Operations Manager/Advisor</b>
<b>Minimum Education:</b>	Bachelors Degree
<b>Minimum Experience:</b>	Three years of project management experience. Possesses a broad and deep knowledge of the IT industry, business administration, and human resource management.
<b>Functional Duties/ Responsibilities:</b>	Oversees the operational planning, establishment, execution, and evaluation of a multifaceted project typically consisting of a set of closely related subprojects or associated activities. Leads all aspects of project startup and ongoing execution, to include the identification, tracking, managing, and resolving of project issues; proactively disseminate project information to all stakeholders; identify, manage and mitigates project risk; ensures that the solution is of acceptable quality; proactively manages scope to ensure that only what was agreed to is delivered, unless changes are approved through scope management; defines and collects metrics to give a sense for how the project is progressing and whether the deliverables produced are acceptable; and manages the overall schedule to ensure work is assigned and completed on time and within budget.

<b>Title:</b>	<b>Enterprise Communications Manager</b>
<b>Minimum Education:</b>	Bachelors Degree
<b>Minimum Experience:</b>	Five years of experience in a converged Cisco environment, with top level support and customer service skills. Relevant hands-on experience with firewalls, IDS, and DMZs. Experience with network services like DNS, DHCP, Radius, TACACS, SNMP, LDAP, SMTP, and NFS. Working knowledge of TCP/IP, LAN, WAN, and VPNs. Knowledge and experience with layer 2 and layer 3 switching, RIP, OSPF and BGP.
<b>Functional Duties/ Responsibilities:</b>	Plans, directs and coordinates network operation and performance functions to ensure network availability and high quality transmissions. Responsible for personnel and activities involved in monitoring, isolating, resolving and circumventing network problems. Advises management and interfaces with customers concerning problems affecting network performance. Plans implementation of enhancements and upgrades to the network and the acquisition, installation and testing of network hardware and software. Manages resource usage to minimize costs and maximize network availability. Interfaces with users to define present network needs and plan for future requirements. Analyzes user needs to determine functional and cross-functional requirements. Performs functional allocation to identify required tasks and their interrelationships. Applies business process improvement practices to re-engineer methodologies/principles and business process modernization projects. Applies, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques. Assists in establishing information technology standards for information systems procedures. Constructs sound, logical business improvement opportunities consistent with current government and industry best practice guiding principles, cost savings, and Information Assurance open system architecture objectives. Supervise and provide technical assistance to the designated network team. Support the planning and performance of network engineering research, design development, operations, and other assignments in conformance with network design, engineering, and customer specifications.

<b>Title:</b>	<b>Information Assurance/Security Engineer I</b>
<b>Minimum Education:</b>	Associates Degree
<b>Minimum Experience:</b>	One year of successful information assurance management experience. Knowledgeable or experienced with the following technologies – NetApp, Windows, CISCO, and VMware. Detailed knowledge of Information Assurance (IA) / security products such as Public Key Infrastructure (PKI), VPN, virtual LANs (VLAN), firewalls, network-based and host-based intrusion detection and prevention systems, and data encryption.

<b>Functional Duties/ Responsibilities:</b>	Reviews client IT security procedures, strategies and standards and identifies specific areas of vulnerability using industry tools like Retina, ISS, etc. Analyzes vulnerabilities and recommends procedural and/or IT infrastructure improvements. Supports Certification and Accreditation (C&A) efforts. Develops verification procedures for executing risk assessments and security test and evaluations; conducts risk assessments to ensure that systems are operating securely. Analyzes and defines security requirements for multilevel Security (MLS) issues. Designs, develops, engineers, and implements solutions to MLS requirements. Gathers and organizes technical information about mission goals and needs, existing security solutions and products, and ongoing programs in the MLS arena. Performs risk analyses of proposed changes to existing environments, as well as planned implementations of new facilities and field deployments. Performs risk assessments of existing IT environments and impacts of planned changes, as well as security risk assessments for new projects. Provides technical support for secure integration of systems hardware, as well as secure software development and integration, including reviewing work products for correctness and adhering to the secure design concept. Analyzes and recommends resolution of IA/security problems on the basis of knowledge of the major IA products and services, an understanding of their limitations, and knowledge of the IA disciplines. Regularly interacts with stakeholders to ensure maintenance of a compliant, stable, and effective IT security posture.
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<b>Title:</b>	<b>Information Assurance/Security Engineer II</b>
<b>Minimum Education:</b>	Bachelors Degree
<b>Minimum Experience:</b>	Three years of successful information assurance management experience. Knowledgeable or experienced with the following technologies – NetApp, Windows, CISCO, and VMware. Detailed knowledge of Information Assurance (IA) / security products such as Public Key Infrastructure (PKI), VPN, virtual LANs (VLAN), firewalls, network-based and host-based intrusion detection and prevention systems, and data encryption.
<b>Functional Duties/ Responsibilities:</b>	Reviews client IT security procedures, strategies and standards and identifies specific areas of vulnerability using industry tools like Retina, ISS, etc. Analyzes vulnerabilities and recommends procedural and/or IT infrastructure improvements. Supports Certification and Accreditation (C&A) efforts. Remains current on, and analyzes industry-wide trends, laws, and standards related to IT security and recommends methods, procedures, and products to solve information security problems. Develops verification procedures for executing risk assessments and security test and evaluations, and conducts risk assessments to ensure that systems are operating securely. Analyzes and defines security requirements for multilevel Security (MLS) issues. Designs, develops, engineers, and implements solutions to MLS requirements. Gathers and organizes technical information about mission goals and needs, existing security solutions and products, and ongoing programs in the MLS arena. Performs risk analyses of proposed changes to existing environments, as well as planned implementations of new facilities and field deployments. Performs risk assessments of existing IT environments and impacts of planned changes, as well as security risk assessments for new projects. Provides technical support for secure integration of systems hardware, as well as secure software development and integration, including reviewing work products for correctness and adhering to the secure design concept. Analyzes and recommends resolution of IA/security problems on the basis of knowledge of the major IA products and services, an understanding of their limitations, and knowledge of the IA disciplines. Regularly interacts with stakeholders to ensure maintenance of a compliant, stable, and effective IT security posture.

<b>Title:</b>	<b>Information Assurance/Security Engineer III</b>
<b>Minimum Education:</b>	Bachelors Degree
<b>Minimum Experience:</b>	Five years of successful information assurance management experience. Knowledgeable or experienced with the following technologies – NetApp, Windows, CISCO, and VMware. Detailed knowledge of Information Assurance (IA) / security products such as Public Key Infrastructure (PKI), VPN, virtual LANs (VLAN), firewalls, network-based and host-based intrusion detection and prevention systems, and data encryption.
<b>Functional Duties/ Responsibilities:</b>	Reviews client IT security procedures, strategies and standards and identifies specific areas of vulnerability using industry tools like Retina, ISS, etc. Analyzes vulnerabilities and recommends procedural and/or IT infrastructure improvements. Supports Certification and Accreditation (C&A) efforts. Develops verification procedures for executing risk assessments and security test and evaluations, and conducts risk assessments to ensure that systems are operating securely. Analyzes and defines security requirements for multilevel Security (MLS) issues. Designs, develops, engineers, and implements solutions to MLS requirements. Gathers and organizes technical information about mission goals and needs, existing security solutions and products, and ongoing programs in the MLS arena. Performs risk analyses of proposed changes to existing environments, as well as planned implementations of new facilities and field deployments. Performs risk assessments of existing IT environments and impacts of planned changes, as well as security risk assessments for new projects. Provides technical support for secure integration of systems hardware, as well as secure software development and integration, including reviewing work products for correctness and adhering to the secure design concept. Analyzes and recommends resolution of IA/security problems on the basis of knowledge of the major IA products and services, an understanding of their limitations, and knowledge of the IA disciplines. Regularly interacts with stakeholders to ensure maintenance of a compliant, stable, and effective IT security posture.

## GSA HOURLY LABOR RATES

SIN	Labor Category Title	GSA Government Site Hourly Rates with IFF			
		Year 2 Rate 09/15/13- 09/14/14	Year 3 Rate 09/15/14- 09/14/15	Year 4 Rate 09/15/15- 09/14/16	Year 5 Rate 09/15/16- 09/14/17
132-51	Help Desk Administrator	\$70.18	\$71.94	\$73.73	\$75.58
132-51	Help Desk Manager	\$94.65	\$97.02	\$99.44	\$101.93
132-51	System Administrator I	\$94.35	\$96.71	\$99.13	\$101.60
132-51	System Administrator II	\$99.18	\$101.66	\$104.20	\$106.81
132-51	System Administrator III	\$107.74	\$110.43	\$113.20	\$116.03
132-51	System Engineer I	\$107.74	\$110.43	\$113.20	\$116.03
132-51	System Engineer II	\$113.78	\$116.63	\$119.54	\$122.53
132-51	System Engineer III	\$127.88	\$131.08	\$134.35	\$137.71
132-51	System Architect	\$140.97	\$144.49	\$148.11	\$151.81
132-51	Network Engineer I	\$107.74	\$110.43	\$113.20	\$116.03
132-51	Network Engineer II	\$113.78	\$116.63	\$119.54	\$122.53
132-51	Network Engineer III	\$123.85	\$126.95	\$130.12	\$133.38
132-51	Network Architect	\$148.02	\$151.72	\$155.51	\$159.40
132-51	Storage Area Network (SAN) Engineer I	\$93.38	\$95.72	\$98.11	\$100.56
132-51	Storage Area Network (SAN) Engineer II	\$109.15	\$111.88	\$114.68	\$117.54
132-51	Storage Area Network (SAN) Engineer III	\$123.85	\$126.95	\$130.12	\$133.38
132-51	Web/Portal Developer I	\$103.07	\$105.65	\$108.29	\$110.99
132-51	Web/Portal Developer II	\$119.82	\$122.82	\$125.89	\$129.04
132-51	Web/Portal Developer III	\$148.02	\$151.72	\$155.51	\$159.40
132-51	Transmission Engineer I	\$97.67	\$100.11	\$102.62	\$105.18
132-51	Transmission Engineer II	\$107.74	\$110.43	\$113.20	\$116.03
132-51	Transmission Engineer III	\$113.78	\$116.63	\$119.54	\$122.53
132-51	IT Technical Specialist I	\$100.98	\$103.51	\$106.10	\$108.75
132-51	IT Technical Specialist II	\$108.55	\$111.26	\$114.04	\$116.89
132-51	IT Technical Specialist III	\$121.99	\$125.04	\$128.16	\$131.37
132-51	Project Manager I	\$121.99	\$125.04	\$128.16	\$131.37
132-51	Project Manager II	\$134.93	\$138.30	\$141.76	\$145.30
132-51	Knowledge & Operations Management Integrator	\$119.82	\$122.82	\$125.89	\$129.04
132-51	Operations Manager/Advisor	\$119.82	\$122.82	\$125.89	\$129.04
132-51	Enterprise Communications Manager	\$150.03	\$153.78	\$157.63	\$161.57
132-51	Information Assurance/Security Engineer I	\$109.76	\$112.50	\$115.31	\$118.19
132-51	Information Assurance/Security Engineer II	\$123.85	\$126.95	\$130.12	\$133.38
132-51	Information Assurance/Security Engineer III	\$136.94	\$140.37	\$143.87	\$147.47
132-100	Subject Matter Expert I	\$163.59	\$167.68	\$171.87	\$176.17
132-100	Subject Matter Expert II	\$184.04	\$188.64	\$193.35	\$198.19

**NOTES:**

1. *Intelligent Waves is offering government site labor rates.*
2. *The rates in this pricelist are for CONUS contract locations. For OCONUS efforts, Intelligent Waves' rates will be adjusted using the Department of State and Department of Defense practices for deployed personnel. Other related international expenses required to support employees outside of the Continental United States will also be included. OCONUS efforts will be negotiated specifically with ordering activities on an individual task order basis.*