FEDERAL SUPPLY SERVICE

AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST

SPECIAL ITEM NUMBER 54151S - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES
FSC/PSC CODE: D399

SPECIAL ITEM NUMBER 518210C – CLOUD AND CLOUD-RELATED IT PROFESSIONAL SERVICES
FSC/PSC CODE: D305

SPECIAL ITEM NUMBER 541370GEO – EARTH OBSERVATION SOLUTIONS
FSC/PSC CODE: D399

OLM – ORDER LEVEL MATERIALS

OGSystems, LLC

14291 Park Meadow Drive, Suite 100
Chantilly, VA 20151
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www.ogsystems.com

Contract Number: **GS-35F-0642Y**
Period Covered by Contract: **September 21, 2017 through September 20, 2022**
Business Size: Large

General Services Administration
Federal Acquisition Service

Pricelist current through Modification #**PS-A812**, dated **March 4, 2020**

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through *GSA Advantage!®*, a menu-driven database system. The INTERNET address *GSA Advantage!®* is: GSAAdvantage.gov

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at fss.gsa.gov.

CUSTOMER INFORMATION:

1. **Awarded Special Item Number(s):**

SIN	Description
518210C & 518210CRC	**Cloud and Cloud-Related IT Professional Services**
541370GEO & 541370GEORC	**Earth Observation Solutions**
54151S & 54151SRC	**Professional Information Technology (IT) Services**
OLM & OLMRC	**Order Level Materials**

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract: starting on page 6.

1c. Descriptions of all corresponding commercial job titles with experience, functional responsibility and education are provided beginning on page 19.

2. Maximum Order: For SIN OLM - $250,000
For SINs 54151S and 518210C - $500,000
For SIN 541370GEO - $1,000,000

3. Minimum Order: $100

4. Geographic Coverage: Domestic Delivery Only

5. Point of Production: N/A

6. Prices Shown Herein are Net (discount deducted)

7. Quantity/Volume Discount:

For SIN 54151S:
- Additional 2% discount for orders between 100K and $249,999.
- Additional 2.5% discount for orders between $250K and $499,999.
- Additional 3% discount for all orders $500K and above.

Discounts are not cumulative.

8. Prompt Payment Terms: Net 30

9. Government Purchase Cards Will Accept

10. Foreign Items: None

11. Time of Delivery: OGSystems, LLC shall deliver or perform services in accordance with the terms negotiated in an agency's order.

11b. Expedited Delivery: Consult with Contractor

11c. Overnight/2-Day Delivery: Consult with Contractor

11d. Urgent Requirements: Consult with Contractor

12. FOB Point: Destination

13. Ordering Address:
OGSystems, LLC
Attn: Aarish Gokaldas
14291 Park Meadow Drive, Suite 100
Chantilly, VA 20151
703-870-7552
Aarish.Gokaldas@ogsystems.com

14. Payment Address:
OGSystems, LLC
Accounts Receivable - GSA
Attn: Daniel Ehrmantraut
14291 Park Meadow Drive, Suite 100
Chantilly, VA 20151

15. Warranty Provisions: Contractor's Standard Warranty

16. Export Packing charges: Not applicable

17. Terms and conditions of Government Purchase Card Acceptance: Contact OGSystems, LLC for terms and conditions of Government Purchase Card acceptance.

18. Terms and conditions of rental, maintenance, and repair: Not applicable

19. Terms and conditions of installation: Not applicable

20b. Terms and conditions of repair parts: Not applicable

20b. Terms and conditions for any other services: Not applicable

20. List of service and distribution points: Not applicable

21. List of participating dealers: Not applicable

22. Preventive maintenance: Not applicable

24a. Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants: Not applicable

24b. Contact OGSystems, LLC for Section 508 compliance information. The EIT standards can be found at: http://www.section508.gov

25. **DUNS Number:** 16-916-9435

26. OGSystems, LLC is registered in the System for Award Management (SAM) database.

TERMS AND CONDITIONS APPLICABLE TO PURCHASE OF CLOUD AND CLOUD-RELATED IT PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 518210C)

1. SCOPE

The prices, terms and conditions stated under Special Item Number (SIN) 518210C Cloud and Cloud-Related IT Professional Services apply exclusively to Cloud and Cloud-Related IT Professional Services within the scope of this Multiple Award Schedule.

This SIN provides ordering activities with access to technical services that run in cloud environments and meet the NIST Definition of Cloud Computing Essential Characteristics. Services relating to or impinging on cloud that do not meet all NIST essential characteristics should be listed in other SINs.

The scope of this SIN is limited to cloud capabilities provided entirely as a service. Hardware, software and other artifacts supporting the physical construction of a private or other cloud are out of scope for this SIN. Currently, an Ordering Activity can procure the hardware and software needed to build on premise cloud functionality, through combining different services on other Multiple Award Schedule SINs (e.g. 54151S).

Sub-categories in scope for this SIN are the three NIST Service Models: Software as a Service (SaaS), Platform as a Service (PaaS), and Infrastructure as a Service (IaaS). Offerors may optionally select a single sub-category that best fits a proposed cloud service offering. Only one sub-category may be selected per each proposed cloud service offering. Offerors may elect to submit multiple cloud service offerings, each with its own single sub-category. The selection of one of three sub-categories does not prevent Offerors from competing for orders under the other two sub-categories.
See service model guidance for advice on sub-category selection.

Sub-category selection within this SIN is optional for any individual cloud service offering, and new cloud computing technologies that do not align with the aforementioned three sub-categories may be included without a sub-category selection so long as they comply with the essential characteristics of cloud computing as outlined by NIST.

2. DESCRIPTION OF CLOUD AND CLOUD-RELATED IT PROFESSIONAL SERVICES AND PRICING

Hyperion is a commercial Software as a Service (SaaS) application that is hosted in Amazon Web Services (AWS). This cloud-native application was designed from the ground up for deployment and operations within the AWS environment and takes advantage of the flexibility, security, and availability provided by the world largest cloud platform. Specifically, Hyperion is server-less and makes use of AWS Lambda functions combined with other AWS services to keep a robust website without the overhead of maintaining Elastic Compute Cloud (EC2) servers. The enables the application to scale easily, quickly, and reliably to meet user demands.

SIN 518210C, 518210CSTLOC, 518210CRC GSA Pricing:

MANUFACTURER NAME	PART NO	PRODUCT NAME	PRODUCT DESCRIPTION	GSA Monthly Price
GeoSpark Analytics	10001	Hyperion - Team	Hyperion 1 month subscription for 5 users. Includes the following data and features: Activity Modeling User Defined Alerts Automated Intelligence Reports Base Imagery, Maps and Terrain Data Global News Weather Earthquakes Global Webcams Conflict Reports	$4,987.41
GeoSpark Analytics	10002	Hyperion - Standard	Hyperion 1 month subscription for 10 users. Includes the following data and features: Activity Modeling User Defined Alerts Automated Intelligence Reports Base Imagery, Maps and Terrain Data Global News Weather Earthquakes Global Webcams Conflict Reports	$9,559.19

MANUFACTURER NAME	PART NO	PRODUCT NAME	PRODUCT DESCRIPTION	GSA Monthly Price
GeoSpark Analytics	10003	Hyperion - Corporate	Hyperion 1 month subscription for 25 users. Includes the following data and features: Activity Modeling User Defined Alerts Automated Intelligence Reports Base Imagery, Maps and Terrain Data Global News Weather Earthquakes Global Webcams Conflict Reports	$20,780.85
GeoSpark Analytics	10004	Hyperion - Enterprise	Hyperion 1 month subscription for 100 users. Includes the following data and features: Activity Modeling User Defined Alerts Automated Intelligence Reports Base Imagery, Maps and Terrain Data Global News Weather Earthquakes Global Webcams Conflict Reports	$49,874.06
GeoSpark Analytics	10005	Social Media Add-on - Heavy Use	1 month subscription for 1,000,000 API calls per month from 10 different social media sites.	$3,989.92
GeoSpark Analytics	10006	Social Media Add-on - Moderate Use	1 month subscription for 500,000 API calls per month from 10 different social media sites.	$2,992.44
GeoSpark Analytics	10007	Social Media Add-on - Light Use	1 month subscription for 250,000 API calls per month from 10 different social media sites.	$2,493.70

Cloud and Cloud-Related IT Professional Services Adherence to Essential Cloud Characteristics

On-Demand Self-Service

AWS provides users with on-demand self-service capabilities that enables them to provision services through a web service portal without requiring any intervention from a contractor or AWS representative. Resources available within AWS all have the ability to be provisioned on-demand or to auto-scale to meet user needs. This on-demand self-service method includes over 100 services such as networking resources, security components, routing tools, data storage, data analytics, and machine learning services. In addition, users are able to provision these services in over 15 geographic regions around the world.

Broad Network Access

Hyperion is hosted in multiple AWS regions and operates in a completely unclassified environment. Using CloudFront, and other AWS distribution services, Hyperion is accessible from virtually any location if the user has access to standard devices such as mobile phones, tablets, and personal computers that have modern web browsers. This network is easily accessed from all government agency networks that operate at the unclassified level.

No ancillary activities, services, or devices are required to access Hyperion. Furthermore, we use CloudFront – a global content delivery network (CDN) service – to deliver data and APIs to consumers around the world. CloudFront is connected to the AWS global infrastructure and is used to enhance security and provide higher transfer speeds of data at edge locations around the world.

Resource Pooling

Hyperion is hosted in AWS and uses resources in multiple geographic regions and availability zones. These resources are pooled by AWS at the hardware level within each availability zone and managed dynamically by Amazon. Allocation of these resources is automated and does not require any server, software, or hardware configuration changes. Resources are virtualized and can be provisioned by users, or because of an autoscaling action.

Rapid Elasticity

In general, AWS provides rapid elasticity through autscaling groups, elastic load balancers (ELB), and other services. Hyperion uses ElasticSearch, Relational Database Services (RDS), and Lambda. Each of these services is managed by AWS and is scalable on demand without the need for adding new servers from the resource pool. The result is that Hyperion can scale vertically and horizontally in minutes and not hours or days. Equally important, our system scales back down just as fast which reduces maintenance costs, and the total cost of ownership, significantly.

Measured Service

Every AWS service is measured, monitored, and tied to billing. In addition, spending limits can be set by users to ensure that they do not exceed their budgets due to autoscaling resources. Measurements are taken at a granular level using CloudWatch and through the Amazon billing console. The AWS cost explorer shows actual usage, billed usage, and a projection of future usage and costs.

Metrics measured by AWS are done continuously, and available from the user console. These range from input/output (IOPS) calls to gigabytes of data transferred across a network zone. Virtually every aspect of AWS is measured, using CloudWatch. While some of these measurements are used to calculate the overall cost of AWS services, many more are measured to monitor the health of the system and to trigger events such as autoscaling servers.

Cloud and Cloud-Related IT Professional Services Deployment Model

Hyperion is open to the public, and accessible worldwide. Accordingly, we use the commercially available version of AWS. This version of AWS meets the definition of a public cloud as it is accessible to the public and is available to any entity or organization. To date, Hyperion is not hosted on any components of AWS that might be considered private, community, or hybrid.

Cloud and Cloud-Related IT Professional Services Service Model

Hyperion is offered as a Software as a Service (SaaS) application hosted in AWS. Users can create accounts, configure their individual accounts, and access a wide array of geospatial data. All other updates, modifications, and configuration changes are conducted by the Hyperion development team and rolled out to all users. Users of this service tend to be business or subject-matter experts using it in an operational context and consuming the data directly for their business goals.

3. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character.

a. Acceptance Testing

Any required Acceptance Test Plans and Procedures shall be negotiated by the Ordering Activity at task order level. The Contractor shall perform acceptance testing of the systems for Ordering Activity approval in accordance with the approved test procedures.

b. Training

If training is provided commercially the Contractor shall provide normal commercial installation, operation, maintenance, and engineering interface training on the system. Contractor is responsible for indicating if there are separate training charges.

c. Information Assurance/Security Requirements

The contractor shall meet information assurance/security requirements in accordance with the Ordering Activity requirements at the Task Order level.

d. Related Professional Services

The Contractor is responsible for working with the Ordering Activity to identify related professional services and any other services available on other SINs that may be associated with deploying a complete cloud solution. Any additional substantial and ongoing professional services related to the offering such as integration, migration, and other cloud professional services are out of scope for this SIN.

e. Performance of Cloud and Cloud-Related IT Professional Services

The Contractor shall respond to Ordering Activity requirements at the Task Order level with proposed capabilities to Ordering Activity performance specifications or indicate that only standard specifications are offered. In all cases the Contractor shall clearly indicate standard service levels, performance and scale capabilities.

The Contractor shall provide appropriate Cloud and Cloud-Related IT Professional Services on the date and to the extent and scope agreed to by the Contractor and the Ordering Activity.

f. Reporting

The Contractor shall respond to Ordering Activity requirements and specify general reporting capabilities available for the Ordering Activity to verify performance, cost and availability.

In accordance with commercial practices, the Contractor may furnish the Ordering Activity/user with a monthly summary Ordering Activity report.

4. RESPONSIBILITIES OF THE ORDERING ACTIVITY

The Ordering Activity is responsible for indicating the Cloud and Cloud-Related IT Professional Services requirements unique to the Ordering Activity. Additional requirements should not contradict existing SIN or Multiple Award Schedule Terms and Conditions. Ordering Activities should include (as applicable) Terms & Conditions to address Pricing, Security, Data Ownership, Geographic Restrictions, Privacy, SLAs, etc.

Cloud services typically operate under a shared responsibility model, with some responsibilities assigned to the Cloud Service Provider (CSP), some assigned to the Ordering Activity, and others shared between the two. The distribution of responsibilities will vary between providers and across service models.

Ordering activities should engage with CSPs to fully understand and evaluate the shared responsibility model proposed. Federal Risk and Authorization Management Program (FedRAMP) documentation will be helpful regarding the security aspects of shared responsibilities, but operational aspects may require additional discussion with the provider.

a. Ordering Activity Information Assurance/Security Requirements Guidance

i. The Ordering Activity is responsible for ensuring to the maximum extent practicable that each requirement issued is in compliance with the Federal Information Security Management Act (FISMA) as applicable.

ii. The Ordering Activity shall assign a required impact level for confidentiality, integrity and availability (CIA) prior to issuing the initial statement of work.[2] The Contractor must be capable of meeting at least the minimum security requirements assigned against a low-impact information system in each CIA assessment area (per FIPS 200) and must detail the FISMA capabilities of the system in each of CIA assessment area.

iii. Agency level FISMA certification, accreditation, and evaluation activities are the responsibility of the Ordering Activity. The Ordering Activity reserves the

right to independently evaluate, audit, and verify the FISMA compliance for any proposed or awarded Cloud and Cloud-Related IT Professional Services.

iv. The Ordering Activity has final responsibility for assessing the FedRAMP status of the service, complying with and making a risk-based decision to grant an Authorization to Operate (ATO) for the cloud computing service, and continuous monitoring. A memorandum issued by the Office of Management and Budget (OMB) on Dec 8, 2011 outlines the responsibilities of Executive departments and agencies in the context of FedRAMP compliance. [3]

v. Ordering activities are responsible for determining any additional information assurance and security related requirements based on the nature of the application and relevant mandates.

b. Deployment Model

If a particular deployment model (Private, Public, Community, or Hybrid) is desired, Ordering Activities are responsible for identifying the desired model(s). Alternately, Ordering Activities could identify requirements and assess Contractor responses to determine the most appropriate deployment model(s).

c. Delivery Schedule

The Ordering Activity shall specify the delivery schedule as part of the initial requirement. The Delivery Schedule options are found in Information for Ordering Activities Applicable to All Special Item Numbers.

d. Interoperability

Ordering Activities are responsible for identifying interoperability requirements. Ordering Activities should clearly delineate requirements for API implementation and standards conformance.

e. Performance of Cloud and Cloud-Related IT Professional Services

The Ordering Activity should clearly indicate any custom minimum service levels, performance and scale requirements as part of the initial requirement.

f. Reporting

The Ordering Activity should clearly indicate any cost, performance or availability reporting as part of the initial requirement.

g. Privacy

The Ordering Activity should specify the privacy characteristics of their service and engage with the Contractor to determine if the cloud service is capable of meeting Ordering Activity requirements. For example, a requirement could be requiring assurance that the service is capable of safeguarding Personally Identifiable Information (PII), in accordance with NIST SP 800-122[4] and OMB memos M-06-16[5] and M-07-16[6]. An Ordering Activity will determine what data elements constitute PII according to OMB Policy, NIST Guidance and Ordering Activity policy.

h. Accessibility

The Ordering Activity should specify the accessibility characteristics of their service and engage with the Contractor to determine the cloud service is capable of meeting Ordering Activity requirements. For example, a requirement could require assurance that the service is capable of providing accessibility based on Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d).

i. Geographic Requirements

Ordering activities are responsible for specifying any geographic requirements and engaging with the Contractor to determine that the cloud services offered have the capabilities to meet geographic requirements for all anticipated task orders. Common geographic concerns could include whether service data, processes and related artifacts can be confined on request to the United States and its territories, or the continental United States (CONUS).

j. Data Ownership and Retrieval and Intellectual Property

Intellectual property rights are not typically transferred in a cloud model. In general, CSPs retain ownership of the Intellectual Property (IP) underlying their services and the customer retains ownership of its intellectual property. The CSP gives the customer a license to use the cloud services for the duration of the contract without transferring rights. The government retains ownership of the IP and data they bring to the customized use of the service as spelled out in the FAR and related materials.

General considerations of data ownership and retrieval are covered under the terms of Schedule 70 and the FAR and other laws, ordinances, and regulations (Federal, State, City, or otherwise). Because of considerations arising from cloud shared responsibility models, ordering activities should engage with the Contractor to develop more cloud-specific understandings of the boundaries between data owned by the government and that owned by the cloud service provider, and the specific terms of data retrieval.

In all cases, the Ordering Activity should enter into an agreement with a clear and enforceable understanding of the boundaries between government and cloud service provider data, and the form, format and mode of delivery for each kind of data belonging to the government.

The Ordering Activity should expect that the Contractor shall transfer data to the government at the government's request at any time, and in all cases when the service or order is terminated for any reason, by means, in formats and within a scope clearly understood at the initiation of the service. Example cases that might require clarification include status and mode of delivery for:

- Configuration information created by the government and affecting the government's use of the cloud provider's service.

- Virtual machine configurations created by the government but operating on the cloud provider's service.
- Profile, configuration and other metadata used to configure SaaS application services or PaaS platform services.

The key is to determine in advance the ownership of classes of data and the means by which Government owned data can be returned to the Government.

k. Service Location Distribution

The Ordering Activity should determine requirements for continuity of operations and performance and engage with the Contractor to ensure that cloud services have adequate service location distribution to meet anticipated requirements. Typical concerns include ensuring that:

- Physical locations underlying the cloud are numerous enough to provide continuity of operations and geographically separate enough to avoid an anticipated single point of failure within the scope of anticipated emergency events.
- Service endpoints for the cloud are able to meet anticipated performance requirements in terms of geographic proximity to service requestors.

Note that cloud providers may address concerns in the form of minimum distance between service locations, general regions where service locations are available, etc.

l. Related Professional Services

Ordering activities should engage with Contractors to discuss the availability of limited assistance with initial setup, training and access to the services that may be available through this SIN.

Any additional substantial and ongoing professional services related to the offering such as integration, migration, and other cloud professional services are out of scope for this SIN. Ordering activities should consult the appropriate GSA professional services schedule.

TERMS AND CONDITIONS APPLICABLE TO EARTH OBSERVATION SOLUTIONS (EOS) SPECIAL ITEM NUMBER 541370GEO

1. SCOPE

a. The terms and conditions stated under Special Item Numbers 541370GEO Earth Observation Solutions apply exclusively to this SIN within the Multiple Award Schedule.

b. This SIN is a solutions SIN, which involves services and products to include but not limited to imagery, subscriptions, software, platform and data as a service, and end-to-end data analytics. This SIN provides ordering activities with access to a wide range of Earth Observation Solutions.

c. Earth Observation Solutions provided shall comply with all certifications and industry standards as specified by ordering activity.

d. 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. INFORMATION ASSURANCE/SECURITY REQUIREMENTS

a. The contractor shall meet information assurance and security requirements in accordance with the ordering activity requirements specified in the order and/or Blanket Purchase Agreement. The ordering activity is responsible for ensuring to the maximum extent practicable that each requirement issued is in compliance with the Federal Information Security Management Act (FISMA) as applicable.

b. The ordering activity shall assign an impact level (per Federal Information Processing Standards Publication 199 & 200 (FIPS 199, "Standards for Security Categorization of Federal Information and Information Systems") (FIPS 200, "Minimum Security Requirements for Federal Information and Information Systems") prior to issuing the initial statement of work. Evaluations shall consider the extent to which each proposed service accommodates the necessary security controls based upon the assigned impact level. The Contractor awarded the SIN shall be capable of meeting at least the minimum security requirements assigned against a low-impact information system.

c. The ordering activity reserves the right to independently evaluate, audit, and verify the FISMA compliance for any proposed or awarded services. All FISMA certification, accreditation, and evaluation activities are the responsibility of the ordering activity.

d. Ordering activities are responsible for determining any additional information assurance and security related requirements based on the nature of the application and relevant mandates. This may include incorporation of the appropriate security forms (e.g., a DD-254) for any special clearance requirements and indoctrinations, such as Sensitive Compartmented Information (SCI). This may also include DOD Directives cited in specific orders and Blanket Purchase Agreements.

3. STANDARDS COMPLIANCE

a. Vendor suitability for offering solutions through the Earth Observation Solutions SIN must be

in accordance with the laws and standards when cited applicable to specific orders and Blanket Purchase Agreements. Offerings shall comply with cited Department of Defense

(DoD) standards, Intelligence Community (IC) standards, Open Geospatial Consortium (OGC) standards (http://www.opengeospatial.org/standards), and other standards such as https://nationalmap.gov/standards stated as applicable in specific orders and Blanket Purchase Agreements.

4. ORDER

a. Ordering activities/agencies may use written orders, Electronic Data Interchange (EDI) orders, Blanket Purchase Agreements, individual purchase orders, delivery 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 delivery or task orders are subject to the terms and conditions of the contract. In the event of conflict between an order and the contract, the contract will take precedence.

5. 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 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 Earth Observation Solutions 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. All travel will be agreed upon with the client prior to the Contractor's travel.

6. INSPECTION/ACCEPTANCE

The Contractor shall only tender for acceptance those items that conform to the requirements of this contract. The ordering activity reserves the right to inspect or test any product that has been tendered for acceptance. The ordering activity may require repair or replacement of nonconforming item at no increase in contract price. The ordering activity must exercise its post acceptance rights (1) within a reasonable time after the defect was discovered or should have been discovered; and (2) before any substantial change occurs in the condition of the product, unless the change is due to the defect in the product. For inspection and acceptance, the latest versions in the contract apply of 52.212-4 CONTRACT TERMS AND CONDITIONS –COMMERCIAL ITEMS and 552.212-4 - CONTRACT TERMS AND CONDITIONS – COMMERCIAL ITEMS.

7. ENTERPRISE USER LICENSE AGREEMENTS REQUIREMENTS (EULA)/COMMERCIAL SUPPLIER AGREEMENTS (CSAs)

The Contractor shall provide all EULAs/CSAs in an editable Microsoft Office (Word) format.

8. WARRANTY

a. Unless specified otherwise in this contract, the Contractor's standard commercial guarantee/warranty as stated in the contract's commercial pricelist will apply to this contract.

b. The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract. If no implied warranties are given, an express warranty of at least 60 days must be given in accordance with FAR 12.404(b)(2).

c. Limitation of Liability. Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted items.

9. TECHNICAL SERVICES

The Contractor, without additional charge to the ordering activity, shall provide a hot line technical support number for the purpose of providing user assistance and guidance in the implementation of any software provided. The technical support number is available from **8:00 am to 5:00pm Eastern time** at **703-870-7552**.

10. 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 (MAY 2014) Rights in Data – General, may apply.

The Contractor shall comply with contract clause (52.204-21) to the Federal Acquisition Regulation (FAR) for the basic safeguarding of contractor information systems that process, store, or transmit Federal data received by the contract in performance of the contract. This includes contract documents and all information generated in the performance of the contract.

11. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

12. All work performed under the Earth Observation Solutions SIN shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

13. 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.

14. INVOICES

The Contractor, upon completion of the work ordered, shall submit invoices. 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.

15. RESUMES

Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request or as required. The contractor is required to provide personnel meeting the qualifications specified under any labor categories quoted on a Time & Materials order or that form the Firm Fixed Price.

16. 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.

17. DESCRIPTION OF SERVICES AND PRICING

OGSystems, LLC Labor Category Rates

For SIN 541370GEO

Labor Category	09/21/17 - 09/20/18	09/21/18 - 09/20/19	09/21/19 - 09/20/20	09/21/20 - 09/20/21	09/21/21 - 09/20/22
Geospatial Analyst 1	$100.98	$103.50	$106.09	$108.74	$111.46
Geospatial Analyst 2	$121.16	$124.19	$127.30	$130.48	$133.74
Geospatial Analyst 3	$157.77	$161.72	$165.76	$169.90	$174.15
Geospatial/System Engineer 1	$75.60	$77.49	$79.43	$81.41	$83.45
Geospatial/System Engineer 2	$115.77	$118.66	$121.63	$124.67	$127.79
Geospatial/System Engineer 3	$152.50	$156.32	$160.23	$164.23	$168.34
Geospatial/System Engineer 4	$173.54	$177.88	$182.33	$186.89	$191.56
Geospatial/System Engineer 5	$195.01	$199.88	$204.88	$210.00	$215.25

OGSystems, LLC Labor Category Descriptions SIN 54151S

Geospatial Analyst 1

Minimum/General Experience: 1 year of work experience.

Responsibilities: Apply geospatial techniques for analysis to solve complex military and intelligence problems in support of national security. Use analytic tools and techniques such as Geographic Information System (GIS), quantitative methods and data visualization, modeling, systems analysis, comparative analysis, and database development. Provide technical input into the development, evaluation, use, and deployment of solutions and improvements to optimize Geospatial Intelligence (GEOINT) analysis and production. Educate management and analysts in quantitative methods as they apply to GEOINT analysis. Work may be closely supervised while following specific, detailed instructions or under general supervision.

Minimum Education: Bachelor's degree in a related field. 4 years additional work experience may be substituted for degree.

Geospatial Analyst 2

Minimum/General Experience: 5 years of work experience.

Responsibilities: Apply geospatial techniques for analysis to solve complex military and intelligence problems in support of national security. Use analytic tools and techniques such as GIS, quantitative methods and data visualization, modeling, systems analysis, comparative analysis, and database development. Provide technical input into the development, evaluation, use, and deployment of solutions and improvements to optimize GEOINT analysis and production. Educate management and analysts in quantitative methods as they apply to GEOINT analysis. Works without supervision.

Minimum Education: Bachelor's degree in a related field. 4 years additional work experience may be substituted for degree.

Geospatial Analyst 3

Minimum/General Experience: 10 years of work experience.

Responsibilities: Recognized authority who exhibits an exceptional degree of ingenuity, creativity, and resourcefulness. Apply geospatial techniques for analysis to solve complex military and intelligence problems in support of national security. Use analytic tools and techniques such as GIS, quantitative methods and data visualization, modeling, systems analysis, comparative analysis, and database development. Provide technical input into the development, evaluation, use, and deployment of solutions and improvements to optimize GEOINT analysis and production. Educate management and analysts in quantitative methods as they apply to GEOINT analysis. Supervises and assists junior analysts in the carrying out of similar duties.

Minimum Education: Master's degree in a related field. 8 years additional work experience may be substituted for degree.

Geospatial/System Engineer 1

Minimum/General Experience: 1 year of work experience.

Responsibilities: Assist Software Engineers in Graphical User Interface (GUI) development and software Quality Assurance (QA) testing for 3D image processing software and Electro-Optical/InfraRed collection software for government customers. Perform inventory, installation, configuration, and maintenance of complex sensor systems on Intelligence, Surveillance and Reconnaissance (ISR) aircraft in deliverable time tables, with oversight from Senior Geospatial / System Engineers. Aid in development of leading edge Geospatial processing suite. Process multiple intelligence requests for content delivery using Geospatial Software (ArcGIS, Global Mapper, GE, and QT Modeler) and manipulate multiple file formats (DEM's, GEOTIFF, KML/KMZ, LAS/LAZ, etc.). Work may be closely supervised while following specific, detailed instructions or under general supervision.

Minimum Education: Bachelor's degree in Engineering, Computer Science, Information Systems, or equivalent Information Technology (IT) experience. 4 years additional work experience may be substituted for degree.

Geospatial/System Engineer 2

Minimum/General Experience: 5 years of work experience.

Responsibilities: Advise and assist Software Engineers in GUI development and software QA testing for 3D image processing software and Electro-Optical / InfraRed collection software for government customers. Perform inventory, installation, configuration, and maintenance of complex sensor systems on ISR aircraft in deliverable time tables. Aid in development of leading edge Geospatial processing suite. Process multiple intelligence requests for content delivery using Geospatial Software (ArcGIS, Global Mapper, GE, and QT Modeler) and manipulate multiple file formats (DEM's, GEOTIFF, KML/KMZ, LAS/LAZ, etc.). Work may be under general supervision.

Minimum Education: Bachelor's degree in Engineering, Computer Science, Information Systems, or equivalent IT experience. 4 years additional work experience may be substituted for degree.

Geospatial/System Engineer 3

Minimum/General Experience: 10 years of work experience.

Responsibilities: Recognized authority in geospatial / systems engineering. Advise and assist software engineers in GUI development and software QA testing for 3D image processing software and Electro-Optical / InfraRed collection software for government customers. Oversee inventory, installation, configuration, and maintenance of complex sensor systems on ISR aircraft in deliverable time tables. Aid in development of leading edge Geospatial processing suite. Process multiple intelligence requests for content delivery using Geospatial Software (ArcGIS, Global Mapper, GE, and QT Modeler) and manipulate multiple file formats (DEM's, GEOTIFF, KML/KMZ, LAS/LAZ, etc.). Works without supervision.

Minimum Education: Master's degree in Engineering, Computer Science, Information Systems, or equivalent IT experience. 8 years additional work experience may be substituted for degree.

Geospatial/System Engineer 4

Minimum/General Experience: 15 years of work experience.

Responsibilities: Recognized authority who exhibits an exceptional degree of ingenuity, creativity, and resourcefulness. Advise and assist software engineers in GUI development and software QA testing for 3D image processing software and Electro-Optical / InfraRed collection software for government customers. Oversee inventory, installation, configuration, and maintenance of complex sensor systems on ISR aircraft in deliverable time tables. Aid in development of leading-edge Geospatial processing suite. Process multiple intelligence requests for content delivery using Geospatial Software (ArcGIS, Global Mapper, GE, and QT Modeler) and manipulate multiple file formats (DEM's, GEOTIFF, KML/KMZ, LAS/LAZ, etc.). Supervises and assists junior engineers in the carrying out of similar duties.

Minimum Education: Master's degree in Engineering, Computer Science, Information Systems, or equivalent IT experience. 8 years additional work experience may be substituted for degrees.

Geospatial/System Engineer 5

Minimum/General Experience: 21 years of work experience.

Responsibilities: Recognized authority who exhibits an exceptional degree of ingenuity, creativity, and resourcefulness. Supervise and advise software engineers in GUI development and software QA testing for 3D image processing software and Electro-Optical / InfraRed collection software for government customers. Oversee inventory, installation, configuration, and maintenance of complex sensor systems on ISR aircraft in deliverable time tables. Supervise, advise, and aid in development of leading-edge Geospatial processing suite. Process multiple intelligence requests for content delivery using Geospatial Software (ArcGIS, Global Mapper, GE, and QT Modeler) and manipulate multiple file formats (DEM's, GEOTIFF, KML/KMZ, LAS/LAZ, etc.). Supervises teams of engineers in the carrying out of similar duties.

Minimum Education: PhD in Engineering, Computer Science, Information Systems, or equivalent IT experience. 12 years additional work experience may be substituted for degrees.

Experience & Degree Substitution Equivalencies

Experience exceeding the minimum shown may be substituted for education. Likewise, education exceeding the minimum shown may be substituted for experience.

Equivalent Degree	Experience
High School	1 year of relevant experience
Associate's	2 years relevant experience
Bachelor's	Associate's degree + 2 years relevant experience or 4 years relevant experience
Master's	Bachelor's plus 2 years relevant experience or Associate's degree + 4 years relevant experience or 6 years relevant experience
PhD	Master's + 2 years relevant experience, or Bachelor's + 4 years relevant experience or Associate's + 6 years relevant experience or 8 years relevant experience

TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 54151S)

1. SCOPE

a. The prices, terms and conditions stated under Special Item Number 54151S Information Technology Professional Services apply exclusively to IT Services within the scope of this Multiple Award Schedule.

b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. PERFORMANCE INCENTIVES

a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract in accordance with this clause.

b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.

c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3. ORDER

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

b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

4. PERFORMANCE OF SERVICES

a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.

b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.

c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.

d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

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

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

(1) Cancel the stop-work order; or

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

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

(1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and

(2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

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

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

6. INSPECTION OF SERVICES

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

7. RESPONSIBILITIES OF THE CONTRACTOR

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

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

9. INDEPENDENT CONTRACTOR

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

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

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

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

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

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

11. INVOICES

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

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (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/IAMPROFESSIONAL SERVICES AND PRICING

OGSystems, LLC Labor Category Rates

For SIN 54151S

Labor Category	09/21/17 - 09/20/18	09/21/18 - 09/20/19	09/21/19 - 09/20/20	09/21/20 - 09/20/21	09/21/21 - 09/20/22
IT Engineer 1	$193.81	$197.49	$201.24	$205.06	$208.96
IT Engineer 2	$159.91	$162.95	$166.05	$169.20	$172.41
IT Engineer 3	$135.68	$138.26	$140.89	$143.57	$146.30
IT Engineer 4	$115.42	$117.61	$119.84	$122.12	$124.44
IT Engineer 5	$106.42	$108.44	$110.50	$112.60	$114.74
Principal Consultant	$190.58	$194.20	$197.89	$201.65	$205.48
Program Manager	$158.71	$161.73	$164.80	$167.93	$171.12
Technical Expert 3	$142.31	$145.01	$147.77	$150.58	$153.44
Technical Expert 4	$159.90	$162.94	$166.04	$169.19	$172.40

OGSystems, LLC Labor Category Descriptions SIN 54151S

IT Engineer 1

Minimum/General Experience: 18 years of work experience.

Functional Responsibility: Recognized authority who exhibits an exceptional degree of ingenuity, creativity, and resourcefulness. Applies and/or develops highly advanced technologies, scientific principles, theories, and concepts; acts independently to resolve major problems. Plans Research and Development (R&D) or IT programs and recommends technological application programs to accomplish long-range objectives. Self-supervised, with strong managerial/leadership experience. Supervises and assists Junior Engineers in the carrying out of similar duties.

Minimum Education: Bachelor's Degree in Computer Science, Information Science, Engineering, or a related field. 4 years additional work experience may be substituted for degree.

IT Engineer 2

Minimum/General Experience: 12 years of work experience.

Functional Responsibility: Applies engineering discipline for planning, analysis, design, and construction of information systems on an enterprise-wide basis or across a major sector of the enterprise. Applies advanced concepts, theories, and principles and contributes toward the development of new principles and concepts. Works unusually complex problems with consultative direction rather than formal supervision. Advises top management and customers on advanced technical research studies and applications. Acts independently to resolve major problems.

Minimum Education: Bachelor's Degree in Computer Science, Information Science, Engineering, or a related field. 4 years additional work experience may be substituted for degree.

IT Engineer 3

Minimum/General Experience: 6 years of work experience.

Functional Responsibility: Applies extensive expertise as a generalist or specialist; solves complex problems that require the regular use of ingenuity and creativity; work is performed without appreciable direction and is reviewed for desired results from a relatively long time perspective. Develops and applies organization-wide information models for use in designing and building integrated and shared software and database management systems. Responsibilities may include information system development; functional and data requirement analysis; communications analysis and specification; systems design and analysis; program design and reviews, programming, testing, and documentation preparation. May function in project leadership roles and represents the organization as prime customer contact on technical matters on contracts.

Minimum Education: Bachelor's Degree in Computer Science, Information Science, Engineering, or a related field. 4 years additional work experience may be substituted for degree.

IT Engineer 4

Minimum/General Experience: 2 years of work experience.

Functional Responsibility: Wide application of principles, theories, and concepts in their field and provides solutions to a wide range of difficult problems with imaginative and thorough solutions. Works under very general supervision, and results are reviewed upon completion for adequacy in meeting objectives. Under general supervision, applies engineering discipline for planning, analysis, design, and construction of information systems on an enterprise-wide basis or across a major sector of the enterprise. Develops and applies organization wide information models for use in designing and building integrated and shared software and database management systems. Responsibilities may include information system development; functional and data requirement analysis; communications analysis and specification; systems design and analysis; program design and reviews; programming; and testing and documentation preparation.

Minimum Education: Bachelor's Degree in Computer Science, Information Science, Engineering, or a related field. 4 years additional work experience may be substituted for degree.

IT Engineer 5

Minimum/General Experience: 0-2 years' experience

Functional Responsibility: Some use and/or application of technical principles, theories, and concepts. Develops solutions to problems of limited to moderate scope and complexity. Work may be closely supervised while following specific, detailed instructions or under general supervision. Contacts are primarily with immediate supervisor, project leaders and internal to company or group with infrequent customer contacts.

Minimum Education: Associate's Degree or above

Principal Consultant

Minimum/General Experience: 10 years of work experience.

Functional Responsibility: Provides subject matter expertise in relevant area of IT. Helps develop and execute innovative solutions to hard client problems, without direct supervision. Provides recommendations on areas for process improvement, gaining efficiencies, or building long-term client or product roadmap. Acts independently to resolve major problems.

Minimum Education: Bachelor's Degree in Computer Science, Information Science, Engineering, or a related field. Master's Degree desired. 4 years additional work experience may be substituted for degree.

Program Manager

Minimum/General Experience: 10 years of work experience with 4 years of program management experience.

Functional Responsibility: Responsible for overall program management of complex, multi-task IT projects. Oversees all technical operations and prepares financial and contractual requirements. Responsible for cost control, schedule, and deliverables. Manages technical and administrative personnel, and Project Managers (PMs), when necessary. Works without immediate supervision.

Minimum Education: Bachelor's Degree in Computer Science, Information Science, Engineering, or a related field. 4 years additional work experience may be substituted for degree.

Technical Expert 3

Minimum/General Experience: 10 years of work experience.

Functional Responsibility: Applies advanced concepts, theories, and principles and contributes toward the development of new principles and concepts. Works unusually complex problems with consultative direction rather than formal supervision. Advises top management and customers on advanced technical research studies and applications. Plans technical projects and recommends technological application programs to accomplish long-range objectives.

Minimum Education: Bachelor's Degree in Computer Science, Information Science, Engineering, or a related field. Master's Degree desired. 4 years additional work experience may be substituted for degree.

Technical Expert 4

Minimum/General Experience: 14 years of work experience.

Functional Responsibility: Provides exceptional degree of ingenuity, creativity, and resourcefulness. Applies and / or develops highly advanced technologies, scientific principles, theories, and concepts; acts independently to resolve major problems. Plans technical projects and recommends technological application programs to accomplish long-range objectives. Works without supervision, and serves as a consultant to top management and prime spokesperson to customer on company capabilities and future efforts.

Minimum Education: Bachelor's Degree in Computer Science, Information Science, Engineering, or a related field. Master's Degree desired. 4 years additional work experience may be substituted for degree.

Experience & Degree Substitution Equivalencies

Experience exceeding the minimum shown may be substituted for education. Likewise, education exceeding the minimum shown may be substituted for experience.

Equivalent Degree	Experience
High School	1 year of relevant experience
Associate's	2 years relevant experience
Bachelor's	Associate's degree + 2 years relevant experience or 4 years relevant experience
Master's	Bachelor's plus 2 years relevant experience or Associate's degree + 4 years relevant experience or 6 years relevant experience
PhD	Master's + 2 years relevant experience, or Bachelor's + 4 years relevant experience or Associate's + 6 years relevant experience or 8 years relevant experience