

**FEDERAL SUPPLY SERVICE  
AUTHORIZED INFORMATION TECHNOLOGY SCHEDULE PRICE LIST  
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT,  
SOFTWARE AND SERVICES**

**SPECIAL ITEM NO.: 132-51 Information Technology Professional Services**

**Item**

**SIN 132-51 – INFORMATION TECHNOLOGY PROFESSIONAL SERVICES**

<b>FPDS Class D302</b>	<b>IT Systems Development Services</b>
<b>FPDS Class D306</b>	<b>IT Systems Analysis Services</b>
<b>FPDS Class D307</b>	<b>Automated Information Systems Design &amp; Integration Services</b>
<b>FPDS Class D308</b>	<b>Programming Services</b>
<b>FPDS Class D310</b>	<b>IT Back-up and Security Services</b>
<b>FPDS Class D316</b>	<b>IT Network Management Services</b>
<b>FPDS Class D399</b>	<b>Other Information Technology Services, NEC</b>

**Prepared by:**



**ZERONE, Incorporated  
6939 33<sup>rd</sup> Street, NW  
Washington, DC 20015  
Phone: (202) 363-1360 Fax: (202) 318-4031  
Website: [www.zerone.com](http://www.zerone.com)**

**Contract No.: GS-35F-0722J  
Period Covered by Contract: 09/02/2014 through 09/01/2019  
**General Services Administration  
Federal Supply Service****

**Pricelist Proposed through Refresh No. 37  
MAS MOD A518**

**Products and ordering information in this Authorized FSS Information Technology  
Schedule Price List are also available on the GSA Advantage! System. Agencies browse  
GSA Advantage! by accessing the Federal Supply Service's Home Page via the Internet at  
<http://www.fss.gsa.gov/>**



**GSA Schedule Contract No.: GS-35F-0722J**

**Federal Supply Service  
Authorized Information Technology Schedule Price List**

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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.

For Special Item Number 132-53 Wireless Services ONLY, if awarded, list the limited geographic coverage area:

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

**ZERONE, Inc.  
6939 33<sup>rd</sup> Street, NW  
Washington, DC 20015  
ATTN: GSA Ordering or Payment Department**

**[admin@zerone.com](mailto:admin@zerone.com)**

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



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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:

**Mr. David B. Sossamon, President**  
**E-mail: dave.sossamon@zerone.com**  
**Phone: 202-363-1360**  
**Fax: 202-318-4031**

**Ms. Alicia Foster**  
**E-mail: allicia.foster@zerone.com**  
**Phone: 202-470-2007**  
**Fax: 202-318-4031**

**3. LIABILITY FOR INJURY OR DAMAGE:**

*ZERONE Inc.* 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 *ZERONE Inc.*, unless such injury or damage is due to the fault or negligence of *ZERONE Inc.*.

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

Block 9: G. Order/Modification Under Federal Schedule

Block 16: Data Universal Numbering System (DUNS) Number: **053716069**

Block 30: Type of Contractor – **B-Other Small Business**

Block 31: Woman-Owned Small Business - **No**

Block 36: Contractor's Taxpayer Identification Number (TIN): **52-1540128**

**4a. CAGE CODE: 1KG81**

**4b. *ZERONE Inc.* HAS REGISTERED WITH THE CENTRAL CONTRACTOR REGISTRATION DATABASE.**

**5. FOB DESTINATION**

**6. DELIVERY SCHEDULE:**

a. TIME OF DELIVERY: *ZERONE Inc.* 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**

**As negotiated in each order**



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- 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 **ZERONE Inc.** for the purpose of obtaining accelerated delivery. **ZERONE Inc.** shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If **ZERONE Inc.** 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:  $\frac{1}{2}\%$  - **10** days from receipt of invoice. Prompt payment does not apply to orders using the Government Purchase Card.
- b. Quantity: None
- c. Dollar Volume: None
- d. Government Educational Institutions are offered the same discounts as all other government customers.
- e. Other: **ZERONE** will negotiate a "spot reduction" discount with the ordering activities placing orders that exceed the maximum order value.

**8. TRADE AGREEMENTS ACT OF 1979, AS AMENDED:**

All items are U.S. made end products, designated country end products, Caribbean Basin country end products, Canadian end products, or Mexican end products as defined in the Trade Agreements Act of 1979, as amended.

**9. STATEMENT CONCERNING AVAILABILITY OF EXPORT PACKING:**

**10. SMALL REQUIREMENTS:**

The minimum dollar value of orders to be issued is \$1,200.00.

**11. MAXIMUM ORDER (ALL DOLLAR AMOUNTS ARE EXCLUSIVE OF ANY DISCOUNT FOR PROMPT PAYMENT):**

The Maximum Order value for Special Item Number 132-51 - Information Technology (IT) Professional Services is \$500,000.00. (All dollar amounts are exclusive of any discount for prompt payment.)

**12. USE OF FEDERAL SUPPLY SERVICE INFORMATION TECHNOLOGY SCHEDULE CONTRACTS. IN ACCORDANCE WITH FAR 8.404:**

[NOTE: Special ordering procedures have been established for Special Item Numbers (SINs) 132-51 IT Professional Services; refer to the terms and conditions for those SINs.]

Orders placed pursuant to a Multiple Award Schedule (MAS), using the procedures in FAR 8.404, are considered to be issued pursuant to full and open competition. Therefore, when placing orders under Federal Supply Schedules, ordering activities need not seek further competition, synopsise the requirement, make a separate determination of fair and reasonable pricing, or consider small business set-asides in accordance with subpart 19.5. GSA has already determined the prices of items under schedule contracts to be fair and reasonable. By placing an order against a



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schedule using the procedures outlined below, the ordering activity has concluded that the order represents the best value and results in the lowest overall cost alternative (considering price, special features, administrative costs, etc.) to meet the ordering activity's needs.

- a. Orders placed at or below the micro-purchase threshold. ordering activities can place orders at or below the micro-purchase threshold with any Federal Supply Schedule Contractor.
- b. Orders exceeding the micro-purchase threshold but not exceeding the maximum order threshold. Orders should be placed with the Schedule Contractor that can provide the supply or service that represents the best value. Before placing an order, ordering activities should consider reasonably available information about the supply or service offered under MAS contracts by using the "GSA Advantage!" on-line shopping service, or by reviewing the catalogs/pricelists of at least three Schedule Contractors and selecting the delivery and other options available under the schedule that meets the ordering activity's needs. In selecting the supply or service representing the best value, the ordering activity may consider--
  - (1) Special features of the supply or service that are required in effective program performance and that are not provided by a comparable supply or service;
  - (2) Trade-in considerations;
  - (3) Probable life of the item selected as compared with that of a comparable item;
  - (4) Warranty considerations;
  - (5) Maintenance availability;
  - (6) Past performance; and
  - (7) Environmental and energy efficiency considerations.
- c. Orders exceeding the maximum order threshold. Each schedule contract has an established maximum order threshold. This threshold represents the point where it is advantageous for the ordering activity to seek a price reduction. In addition to following the procedures in paragraph b, above, and before placing an order that exceeds the maximum order threshold, ordering activities shall--

Review additional Schedule Contractors'

- (1) catalogs/pricelists or use the "GSA Advantage!" on-line shopping service;
- (2) Based upon the initial evaluation, generally seek price reductions from the Schedule Contractor(s) appearing to provide the best value (considering price and other factors); and
- (3) After price reductions have been sought, place the order with the Schedule Contractor that provides the best value and results in the lowest overall cost alternative. If further price reductions are not offered, an order may still be placed, if the ordering activity determines that it is appropriate.

NOTE: For orders exceeding the maximum order threshold, **ZERONE Inc.** may:

- (1) Offer a new lower price for this requirement (the Price Reductions clause is not applicable to orders placed over the maximum order in FAR 52.216-19 Order Limitations);
- (2) Offer the lowest price available under the contract; or
- (3) Decline the order (orders must be returned in accordance with FAR 52.216-19).



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- d. Blanket purchase agreements (BPAs). The establishment of Federal Supply Schedule BPAs is permitted when following the ordering procedures in FAR 8.404. All schedule contracts contain BPA provisions. ordering activities may use BPAs to establish accounts with Contractors to fill recurring requirements. BPAs should address the frequency of ordering and invoicing, discounts, and delivery locations and times.
- e. Price reductions. In addition to the circumstances outlined in paragraph c, above, there may be instances when ordering activities will find it advantageous to request a price reduction. For example, when the ordering activity finds a schedule supply or service elsewhere at a lower price or when a BPA is being established to fill recurring requirements, requesting a price reduction could be advantageous. The potential volume of orders under these agreements, regardless of the size of the individual order, may offer the ordering activity the opportunity to secure greater discounts. Schedule Contractors are not required to pass on to all schedule users a price reduction extended only to an individual ordering activity for a specific order.
- f. Small business. For orders exceeding the micro-purchase threshold, ordering activities should give preference to the items of small business concerns when two or more items at the same delivered price will satisfy the requirement.
- g. Documentation. Orders should be documented, at a minimum, by identifying **ZERONE Inc.**, the item was purchased from, the item purchased, and the amount paid. If an ordering activity requirement, in excess of the micro-purchase threshold, is defined so as to require a particular brand name, product, or feature of a product peculiar to one manufacturer, thereby precluding consideration of a product manufactured by another company, the ordering activity shall include an explanation in the file as to why the particular brand name, product, or feature is essential to satisfy the ordering activity's needs.

**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 **ZERONE Inc.**

**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.



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**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 Supply 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 2001):**

- (a) Security Clearances: **ZERONE Inc.** 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: **ZERONE Inc.** may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. The Industrial Funding Fee does NOT apply to travel and per diem charges.
- (c) Certifications, Licenses and Accreditations: As a commercial practice, **ZERONE Inc.** 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, **ZERONE Inc.** 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: **ZERONE Inc.** 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, **ZERONE Inc.**'s participation in such order may be restricted in accordance with FAR Part 9.5.
- (g) Documentation/Standards: **ZERONE Inc.** 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.



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- (j) Availability of Funds: Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.

#### 15. CONTRACT ADMINISTRATION FOR ORDERING ACTIVITIES:

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

#### 16. GSA ADVANTAGE!:

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

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

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

#### 17. PURCHASE OF 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. **ODCs (Other Direct Costs) are not part of this contract and should be treated at open market purchases. Ordering Activities procuring open market items must follow FAR 8.401(d).**

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:



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

**19. OVERSEAS ACTIVITIES:**

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

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**No Exceptions Taken**

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Upon request of **ZERONE Inc.**, the ordering activity may provide **ZERONE Inc.** 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 **ZERONE Inc.**'s technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this contract.

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

Federal Acquisition Regulation (FAR) 13.303-1(a) defines Blanket Purchase Agreements (BPAs) as "...a simplified method of filling anticipated repetitive needs for supplies or services by establishing 'charge accounts' with qualified sources of supply." The use of Blanket Purchase Agreements under the Federal Supply Schedule Program is authorized in accordance with FAR 13.303-2(c)(3), which reads, in part, as follows:

"BPAs may be established with Federal Supply Schedule Contractors, if not inconsistent with the terms of the applicable schedule contract."

Federal Supply Schedule contracts contain BPA provisions to enable schedule users to maximize their administrative and purchasing savings. This feature permits schedule users to set up "accounts" with Schedule Contractors to fill recurring requirements. These accounts establish a period for the BPA and generally address issues such as the frequency of ordering and invoicing, authorized callers, discounts, delivery locations and times. Agencies may qualify for the best quantity/volume discounts available under the contract, based on the potential volume of business that may be generated through such an agreement, regardless of the size of the individual orders. In addition, agencies may be able to secure a discount higher than that available in the contract based on the aggregate volume of business possible under a BPA. Finally, Contractors may be open to a progressive type of discounting where the discount would increase once the sales accumulated under the BPA reach certain prescribed levels. Use of a BPA may be particularly useful with the new Maximum Order feature. See the Suggested Format, contained in this Schedule Pricelist, for customers to consider when using this purchasing tool.

**21. CONTRACTOR TEAM ARRANGEMENTS:**



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

**22. INSTALLATION, DEINSTALLATION, REINSTALLATION:**

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

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

**23. SECTION 508 COMPLIANCE:**

If applicable, Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT) at the following:

[www.zeroneinc.com](http://www.zeroneinc.com)

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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 **ZERONE Inc.** 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) **ZERONE Inc.** 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.



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- (b) Before commencing work under this contract, **ZERONE Inc.** 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 **ZERONE Inc.** gives written notice to the Contracting Officer, whichever period is longer.
- (c) **ZERONE Inc.** 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. **ZERONE Inc.** shall maintain a copy of all subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.



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**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/IAM 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/IAM 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.



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## **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 1 – 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 (May 2001) (Deviation 1 – 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 (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/IAM Professional Services.



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## 9. INDEPENDENT CONTRACTOR

All IT/IAM 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/IAM 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:



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(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/IAM PROFESSIONAL SERVICES AND PRICING

a. The Contractor shall provide a description of each type of IT/IAM Service offered under Special Item Numbers 132-51 IT/IAM Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

b. Pricing for all IT/IAM Professional Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.

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

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

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

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

Minimum Education: Bachelor's Degree in Computer Science



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

**17. DESCRIPTION OF IT SERVICES AND PRICING :**

*ZERONE* offers the following Information Technology Services listed under this schedule. Ordering activities are encouraged to contact or work with a *ZERONE* GSA ordering representative to plan/or specify their ordering requirements. The Information Technology Services may be ordered in whole or in part, requiring differing labor mixes and hours. Information Technology Services can also be combined in a single order for more comprehensive or longer-term on- or off-site services. *ZERONE* will provide help to ordering activities to specify their minimum requirements necessary to ensure complete and satisfactory performance.



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**SPECIAL ITEM NO. 132-51 INFORMATION TECHNOLOGY  
PROFESSIONAL SERVICES**

**FPDS Class D302 – IT Systems Development Services**

*ZERONE* offers a broad range of systems development services to meet varied IT needs within business and industry. *ZERONE* began as a systems development consulting firm, specializing in real-time systems for the telecommunications and satellite communication industries, and has expanded in scope and capability for more than ten years. Ordering customers may order complete turnkey solutions or select *ZERONE* to augment specific efforts and phases of existing or future Information Technology development programs. Services include:

- studies and analysis
- functional/process analysis
- requirements analysis
- systems integration and interoperability analysis
- concept/prototype development
- prototype installation, test and evaluation
- technology assessment & improving/enhancement planning
- acquisition engineering support services
- specialty engineering support services
- functional specialty support services
- strategic planning
- strategic management
- transition and implementation planning and support

**FPDS Class D306 – IT Systems Analysis Services**

*ZERONE* can provide the right expertise and emphasis whether analyzing a new system initiative, an enhancement to existing systems, and/or a migration or replacement of legacy systems. *ZERONE* approaches System Analysis Services from four viewpoints:

- domain knowledge – knowing the client's business
- environmental knowledge – knowing the client's specific systems and IT infrastructure
- technology knowledge – knowing what can be done and
- process knowledge – knowing how to discover, create and capture the vision of what needs to be done

Services include:

- system architecture analysis
- system interface analysis, development and specification
- system interoperability analysis
- system integration analysis
- commercial off the shelf (COTS) system capability and adequacy analysis
- COTS/custom heterogeneous system integration analysis
- functional requirements development
- group facilitation
- reverse engineering
- system migration strategy planning
- system implementation risk assessment and risk mitigation strategy development
- business rules documentation
- requirements analysis
- data modeling
- change management
- strategic planning
- strategic management



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#### FPDS Class D307 – Automated Information Systems Design and Integration Services

Automated Information Systems Design and Integration Services span small scale integration efforts to enterprise wide. Services include:

- custom application design
- database design
- multi-platform parallel processing system design
- client-server system design
- stand-alone application design
- web-enabling of applications and databases
- rapid prototyping
- integration of commercial off the shelf (COTS) application or components
- interface specification and development
- electronic commerce data interchange development
- component/system interoperability design and integration
- maintainability and remote management design and development
- system tuning for performance and reliability
- system security analysis and design
- management of third party development and integration efforts

#### FPDS Class D308 – Programming Services

**ZERONE** has provided programming services to public and private sector clients in a variety of programming languages and operating environments. **ZERONE** expertise includes:

- real-time systems (e.g., process control)
- business systems including point of sale
- stand-alone applications
- client-server application
- parallel-processing applications
- rapid prototyping
- highly integrated system components
- database systems
- system interfaces and the
- web enabling of applications

**ZERONE** provides programming services as fully managed teams as well as individual talent integrated into a client's team. **ZERONE** acknowledges the importance of clear documentation as a communication mechanism throughout the analysis, design, development and testing cycles, as well as for the purposes of installation, lifecycle maintenance, and user training and acceptance, each need requiring a different style of communication/ documentation (e.g., requirements documents, design documents, test plans, installation instructions and release notes, user manuals, system administration manuals, custom training courseware and other (as required) software documentation).

#### FPDS Class D310 – IT Backup and Security Services

**ZERONE** implements and maintains backup and security services for office environments and provides advisory services to clients and their vendors for full enterprise backup and security needs. System security includes all aspects of the safe and reliable operation of IT systems. Ensuring that systems and network infrastructures are protected against accidental or environmental events is as important as the preemption and detection of external and internal malicious events. Services include:

- risk assessments
- system analysis for reliability and vulnerability
- data redundancy configurations
- processing redundancy designs
- integration of off-the-shelf components
- implementation of access controls
- implementation of automatic virus detection
- automated backups



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- management of third party development and integration efforts

#### **FPDS Class D316 – IT Network Management Services**

**ZERONE** provides full communications systems support dealing with the definition, design implementation and management of digital and integrated communications systems including local area networks (LANs), wide area networks (WANs) and any combination physical media and protocols. Services include:

- application/systems and network design
- installation and administration services
- configuration management
- maintenance of documentation related to system and network operations
- routine system problem identification and correction
- applications/system modification
- testing
- intranet/internet management
- security
- remote management
- help desk support
- business partner integration into secure intranets
- network expansion
- ongoing quality assurance activities
- analysis of COTS network management software packages and capabilities
- interpretation of client business needs into technical network management directives
- management of third party network operations

#### **FPDS Class D399 – Other Information Technology Services, Not Elsewhere Classified**

For large IT programs; **ZERONE** can provide a full spectrum of Program Management support, with specialized expertise in the following areas:

- cost and schedule controls
- statements of work
- proposal evaluation
- third party technical negotiation
- industry liaison for third party mission implementation
- program office computing infrastructure support
- logistics and deployment support services to ensure the successful delivery and integration of IT systems into their ultimate operating environments
- training and communication support services to ensure the successful acceptance and operation of IT systems for their end users as well as other professionals involved in life-cycle support and operation of these systems
- system testing or independent verification and validation (IV&V) services



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**18. ZERONE Inc. COMMERCIAL LABOR CATEGORIES AND GUARANTEES:**

**ZERONE** offers only the personnel who meet or exceed the minimum qualification requirements stated in the Commercial Labor Category Descriptions provided herein. **ZERONE** does allow experience to substitute for education requirements. **ZERONE**'s criteria for minimum experience substitution by educational degree is as follows.

**Undergraduate:** Three additional years of directly applicable experience may substitute for an undergraduate degree. One additional year of related experience may substitute for an undergraduate degree if degree held by employee is in an other than specified field. See also additional substitutions stated in Job Title Descriptions.

**Graduate or Above:** Two additional years of directly applicable experience may substitute for graduate level or above degrees. See also additional substitutions stated in Job Title Descriptions.

GSA and/or the ordering activities may have access to any **ZERONE** employee resume (by request) before, during or after assignment of any GSA order. If for some extenuating reason a person assigned to an order must be replaced or substituted, the ordering activity will be notified in advance, in writing, and the substituting personnel will have equal or greater qualifications than specified in the labor category description of the departing employee.

**JOB TITLE DESCRIPTIONS**

**Job Title: Systems Analyst II, Code 102**

**Minimum/General Experience:** This position requires 4 to 8 years of related experience working on similar/related IT projects with similar or equivalent responsibilities.

**Functional Responsibilities:** Performs business or engineering requirements analysis, systems analysis, systems integration and interoperability, design, programming, documentation, or implementation of complex system applications and related IT/ADP systems concepts for effective implementation. Participates in some or all phases of the software development life cycle with emphasis on the planning, analysis, programming, testing and acceptance phases. Employs a variety of techniques and tools for systems analysis. Documents business rules, process flow requirements, system requirements, operational methods, data models, test and acceptance criteria, and test scenarios. Designs and prepares technical reports and related documentation, and makes charts and graphs to record results. Prepares and delivers presentations and briefings as required.

**Minimum Education:** Bachelors degree in a related technical field such as Information Resource Management, Computer Science, Engineering, Mathematics, Operations Research or Decisions Sciences.

**Job Title: Systems Analyst III, Code 103**

**Minimum/General Experience:** This position requires 8 to 12 years of related experience supporting IT projects and programs of which a minimum of 1 year must include supervising and managing the efforts of subordinate project personnel.

**Functional Responsibilities:** Performs business or engineering requirements analysis, systems analysis, systems integration and interoperability, design, programming, documentation, or implementation of complex system applications and related IT/ADP systems concepts for effective implementation. Participates in some or all phases of the software development life cycle with emphasis on the planning, analysis, programming, testing and acceptance phases. Employs a variety of techniques and tools for systems analysis. May facilitate interactive group sessions in



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the process of requirements gathering. Documents business rules, process flow requirements, system requirements, operational methods, data models, test and acceptance criteria, and test scenarios. Designs and prepares technical reports and related documentation, and makes charts and graphs to record results. Prepares and delivers presentations and briefings as required. Provides technical skill, knowledge, and experience in a variety of support functions such as safety, security, logistics and training. Assists specialists in area of expertise as required by tasking.

**Minimum Education:** Bachelors degree in a related technical field such as Information Resource Management, Computer Science, Engineering, Mathematics, Operations Research or Decisions Sciences.

**Job Title: Systems Analyst IV, Code 104**

**Minimum/General Experience:** This position requires over 10 years of related experience supporting IT projects and programs of which a minimum of 2 years must be in supervising and managing personnel and the project execution.

**Functional Responsibilities:** Performs business or engineering requirements analysis, systems analysis, systems integration and interoperability, design, documentation, or implementation of complex system applications and related IT/ADP systems concepts for effective implementation. Participates in all phases of the software development life cycle with emphasis on the planning, analysis, testing and acceptance phases. Responsible for the development of analysis methods and approaches. May facilitate interactive group sessions in the process of requirements gathering. Documents business rules, process flow requirements, system requirements, operational methods, data models, test and acceptance criteria, and test scenarios. Designs and prepares technical reports and related documentation, and makes charts and graphs to record results. May contribute to the formulation or evaluation of statements of work for third party implementation as well as the analysis of third party proposals. Prepares and delivers presentations and briefings as required. Provides daily direction to task/delivery order personnel. Responsible for the completion of all task/delivery order requirements. May have financial, staffing, quality, and statusing responsibilities for assigned tasks/delivery orders. May assume personnel responsibility for technical aspects of the task. Reports to the assigned ZERONE Program Manager.

**Minimum Education:** Bachelors degree in a related technical field such as Information Resource Management, Computer Science, Engineering, Mathematics, Operations Research or Decisions Sciences.

**Job Title: Systems Analysis Manager, Code 110**

**Minimum/General Experience:** This position requires over 15 years of related experience supporting IT projects and programs of which a minimum of 4 years must be in supervising and managing personnel and the project execution.

**Functional Responsibilities:** Leads others in the performance of business or engineering requirements analysis, systems analysis, systems integration and interoperability, design, documentation, or implementation of complex system applications and related IT/ADP systems concepts for effective implementation. Participates in all phases of the software development life cycle with emphasis on the planning, analysis, testing and acceptance phases. Responsible for the development of analysis methods and approaches. May facilitate interactive group sessions in the process of requirements gathering, especially at the management level. Responsible for the documentation of business rules, process flow requirements, system requirements, operational methods, data models, test and acceptance criteria, and test scenarios. Designs and prepares technical reports and related documentation. May



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contribute to the formulation or evaluation of statements of work for third party implementation as well as the analysis of third party proposals. Prepares and delivers presentations and briefings as required. Provides daily direction to task/delivery order personnel. Responsible for the completion of all task/delivery order requirements. Has financial, staffing, quality, and statusing responsibilities for assigned tasks/delivery orders. May assume personnel responsibility for technical aspects of the task. Reports to the assigned ZERONE Program Manager.

**Minimum Education:** Bachelors degree in a related technical field such as Information Resource Management, Computer Science, Engineering, Mathematics, Operations Research or Decisions Sciences.

**Job Title: Subject Matter Expert I, Code 121**

**Minimum/General Experience:** This position requires 2 to 6 years of related experience working on similar/related IT projects with similar or equivalent responsibilities.

**Functional Responsibilities:** Provides functional/ operational domain analysis specific to Client's business or related industry, or of a specific technology, discipline or field of specialization. Executes study of specific technology issues or work problems and procedures (e.g., organizational change, communications, information flow, decision making processes, control processes, operational processes, operational effectiveness, or cost analyses). Contributes to the formulation of problem statements conducive to application of analytical methods. Provides applications and uses of systems analysis, including requirements analyses, system and sub-system definition, program and process analyses, evaluations, cost-benefit analyses, planning, etc. Employs a variety of techniques and tools for systems analysis. Gathers and organizes information on problem or procedures including present operating procedures. Analyzes data, develops information, and assesses available solutions or alternate methods of proceeding. Organizes and documents findings of studies and prepares recommendations for implementation of new systems, procedures, or organizational changes. Coordinates with clients and trains users to ensure smooth implementation and functional performance of new systems, procedures, or organizations. Develops and implements operational tests and assessments. Develops and maintains functional and operating documentation.

**Minimum Education:** Bachelors Degree in related technical or business field of expertise, such as Information Resource Management, Computer Science, Engineering Mathematics, Operations Research, Decision Sciences, Business Finance, Accounting and Management, or two additional years of related experience with recognized commercial certifications in specific information technologies applicable to the job assignment.

**Job Title: Subject Matter Expert II, Code 122**

**Minimum/General Experience:** This position requires 6 to 12 years of related experience supporting IT projects and programs of which a minimum of 1 year must include direct experience in the business of the Client, or the Client's industry, or knowledge of subject matter of specific interest and relevance to the Client or project.

**Functional Responsibilities:** Provides functional/ operational domain knowledge and expertise specific to Client's business or related industry, or of a specific technology, discipline or field of specialization. Plans study of specific technology issues or work problems and procedures (e.g., organizational change, communications, information flow, decision making processes, control processes, operational effectiveness, or cost analyses). Operates with management processes providing sophisticated planning, scheduling, performance tracking, and risk analysis. Develops management structures geared towards delivery of end-item products and the application of repeatable processes, modern development methodologies, and techniques. Conducts analyses of systems, operational, and management problems and conceptualizes and develops solutions, formulating problem statements conducive to application of analytical methods. Provides applications and uses of systems analysis, including requirements analyses, system and



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sub-system definition, program and process analyses, evaluations, cost-benefit analyses, planning, etc. Employs a variety of techniques and tools for systems analysis. Gathers and organizes information on problem or procedures including present operating procedures. Analyzes data, develops information, and assesses available solutions or alternate methods of proceeding. Organizes and documents findings of studies and prepares recommendations for implementation of new systems, procedures, or organizational changes. May contribute to the formulation or evaluation of statements of work for third party implementation, and the analysis of third party proposals. Coordinates with clients and trains users to ensure smooth implementation and functional performance of new systems, procedures, or organizations. Develops and implements operational tests and assessments. Develops and maintains functional and operating documentation.

**Minimum Education:** Bachelors degree in related technical or business fields of expertise such as Information Resource Management, Computer Science, Engineering, Mathematics Operations Research, Decision Sciences, Business, Finance, Accounting, and Management.

**Job Title: Subject Matter Expert III, Code 123**

**Minimum/General Experience:** This position requires over 12 years of related experience supporting IT projects and programs of which a minimum of 3 years must be in supervising and managing personnel and/or project execution or at least 2 years must include direct experience in the business of the Client, or the Client's industry, or knowledge of subject matter of specific interest and relevance to the Client or project.

**Functional Responsibilities:** Provides functional/ operational domain knowledge and expertise specific to Client's business or related industry, or of a specific technology, discipline or field of specialization. Plans study of specific technology issues or work problems and procedures (e.g., organizational change, communications, information flow, decision making processes, control processes, operational effectiveness, or cost analyses). Operates with management processes providing sophisticated planning, scheduling, performance tracking, and risk analysis. Develops management structures geared towards delivery of end-item products and the application of repeatable processes, modern development methodologies, and techniques. Conducts analyses of systems, operational, and management problems and conceptualizes and develops solutions, formulating problem statements conducive to application of analytical methods, and develops analysis methods and approaches. Provides applications and uses of systems analysis, including requirements analyses, system and sub-system definition, program and process analyses, evaluations, cost-benefit analyses, planning, etc. Employs a variety of techniques and tools for systems analysis. Gathers and organizes information on problem or procedures including present operating procedures. Analyzes data, develops information, and assesses available solutions or alternate methods of proceeding. Organizes and documents findings of studies and prepares recommendations for implementation of new systems, procedures, or organizational changes. May contribute to the formulation or evaluation of statements of work for third party implementation, and the analysis of third party proposals. Coordinates with clients and trains users to ensure smooth implementation and functional performance of new systems, procedures, or organizations. Develops and implements operational tests and assessments. May provide strategic planning and strategic management services to Client. Provides daily direction to task/delivery order personnel. Responsible for the completion of all task/delivery order requirements. May have financial, staffing, quality, and statusing responsibilities for assigned tasks/delivery orders. May assume personnel responsibility for technical aspects of the task. Reports to the assigned ZERONE Program Manager.

**Minimum Education:** Bachelors degree in related technical or business fields of expertise such as Information Resource Management, Computer Science, Engineering, Mathematics Operations Research, Decision Sciences, Business, Finance, Accounting, and Management.



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**Job Title: Subject Matter Expert IV, Code 124**

**Minimum/General Experience:** This position requires over 15 years of related experience supporting IT projects and programs of which a minimum of 5 years must be in supervising and managing personnel and/or project execution or at least 5 years direct experience in the business of the Client, or the Client's industry, or knowledge of subject matter of specific interest and relevance to the Client or project is required.

**Functional Responsibilities:** Provides a high level of functional/ operational domain knowledge and expertise specific to Client's business or related industry, or of a specific technology, discipline or field of specialization. Plans study of specific technology issues or work problems and procedures (e.g., organizational change, communications, information flow, decision making processes, control processes, operational effectiveness, or cost analyses). Operates with management processes providing sophisticated planning, scheduling, performance tracking, and risk analysis. Develops management structures geared towards delivery of end-item products and the application of repeatable processes, modern development methodologies, and techniques. Conducts analyses of systems, operational, and management problems and conceptualizes and develops solutions, formulating problem statements conducive to application of analytical methods, and develops analysis methods and approaches. Provides applications and uses of systems analysis, including requirements analyses, system and sub-system definition, program and process analyses, evaluations, cost-benefit analyses, planning, etc. Employs a variety of techniques and tools for systems analysis. Gathers and organizes information on problem or procedures including present operating procedures. Analyzes data, develops information, and assesses available solutions or alternate methods of proceeding. Organizes and documents findings of studies and prepares recommendations for implementation of new systems, procedures, or organizational changes. May contribute to the formulation or evaluation of statements of work for third party implementation, and the analysis of third party proposals. Coordinates with clients and trains users to ensure smooth implementation and functional performance of new systems, procedures, or organizations. Advises regarding the implementation of operational tests and assessments. May provide strategic planning and strategic management services to Client. Serves as the senior manager for a large, complex task order (or a group of task orders affecting the same common customer or system). Maintains continuous liaison with customer management personnel and coordinates scope of project task/delivery order work with the contracting officer. Makes organizational and key personnel assignments to meet requirements. Responsible for overall quality and timely delivery of products/services. Monitors technical, schedule, and cost performance of project task/delivery orders. Conducts project status review meetings and provides resource utilization reports to the customer when necessary. Functions as the single point of contact at the customer project level. Provides management direction to all Task Managers assigned to the project and reports to the ZERONE GSA Program Manager.

**Minimum Education:** Bachelors degree in related technical or business fields of expertise such as Information Resource Management, Computer Science, Engineering, Mathematics Operations Research, Decision Sciences, Business, Finance, Accounting, and Management.

**Job Title: Systems Developer II, Code 202**

**Minimum/General Experience:** This position requires 3 to 6 years of related experience working on similar/related IT projects with similar or equivalent responsibilities.

**Functional Responsibilities:** Applies current technology in providing MIS solutions. Provides highly technical expertise in providing business application or engineering solutions. Must have a comprehensive understanding of hardware/software and communication environments to include, as relevant to the specific application development task(s): client/server technology, host/mainframe technology, IS, and related peripheral equipment.



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**Minimum Education:** Bachelors degree in a related technical field such as Information Resource Management, Computer Science, Engineering, Mathematics, Operations Research or Decisions Sciences, or two additional years of related experience with recognized commercial certifications in specific information technologies applicable to the job assignment.

**Job Title: Systems Developer III, Code 203**

**Minimum/General Experience:** This position requires 6 to 10 years of related experience supporting IT projects and programs of which a minimum of 1 year must include supervising and managing the efforts of subordinate project personnel.

**Functional Responsibilities:** Performs design, programming, documentation, and implementation of applications that require knowledge of information systems and related systems concepts for effective development and deployment of software modules. Participates in all phases of software development with emphasis on the design, coding, testing, documentation, and acceptance phases. Designs and prepares technical reports and related documentation. Provides technical skill, knowledge, and experience in a variety of support functions such as safety, security, logistics and training. Assists specialists in area of expertise as required by tasking.

**Minimum Education:** Bachelors degree in a related technical field such as Information Resource Management, Computer Science, Engineering, Mathematics, Operations Research or Decisions Sciences, or two additional years of related experience with recognized commercial certifications in specific information technologies applicable to the job assignment.

**Job Title: Systems Developer IV, Code 204**

**Minimum/General Experience:** This position requires over 10 years of related experience supporting IT projects and programs of which a minimum of 2 years must be in supervising and managing personnel and the project execution.

**Functional Responsibilities:** Applies current technology in providing, enhancing and maintaining MIS solutions. Provides highly technical expertise in providing business application or engineering solutions and systems. Must have a comprehensive understanding of hardware/software and operating system and communication environments to include, as relevant to the specific application development task(s): client/server technology, host/mainframe technology, and IS related peripheral equipment. May oversee as well as perform design, programming, performance monitoring and tuning, documentation, and implementation of applications and systems that require knowledge of information systems and related systems concepts with the objective of effective development and deployment of software modules and complete systems, and/or the performance monitoring and tuning of existing systems and applications. Participates in all phases of software development and maintenance with emphasis on the design, coding, testing, documentation, acceptance and lifecycle performance phases. Designs and prepares technical reports and related documentation. Provides daily direction to task/delivery order personnel.

Responsible for the completion of all task/delivery order requirements. May have financial, staffing, quality, and statusing responsibilities for assigned tasks/delivery orders. May assume personnel responsibility for technical aspects of the task. Reports to the assigned ZERONE Program Manager.

**Minimum Education:** Bachelors degree in a related technical field such as Information Resource Management, Computer Science, Engineering, Mathematics, Operations Research or Decisions Sciences, or two additional years of related experience with recognized commercial certifications in specific information technologies applicable to the job assignment.



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**Job Title: Systems Development Manager, Code 210**

**Minimum/General Experience:** This position requires over 10 years of related experience supporting IT projects and programs of which a minimum of 3 years must be in supervising and managing personnel and the project execution.

**Functional Responsibilities:** Leads other in the application of current technology to provide, enhance and maintain MIS solutions. Provides highly technical expertise in providing business application or engineering solutions and systems. Must have a comprehensive understanding of hardware/software and operating system and communication environments to include, as relevant to the specific application development task(s): client/server technology, host/mainframe technology, and IS related peripheral equipment. May oversee as well as perform design, programming, performance monitoring and tuning, documentation, and implementation of applications and systems that require knowledge of information systems and related systems concepts with the objective of effective development and deployment of software modules and complete systems, and/or the performance monitoring and tuning of existing systems and applications. Participates in all phases of software development and maintenance with emphasis on the design, coding, testing, documentation, acceptance and lifecycle performance phases. Designs and prepares technical and management reports and related documentation. Provides daily direction to task/delivery order personnel. Responsible for the completion of all task/delivery order requirements. Has financial, staffing, quality, and statusing responsibilities for assigned tasks/delivery orders. May assume for technical aspects of the task. Reports to the assigned ZERONE Program Manager.

**Minimum Education:** Bachelors degree in a related technical field such as Information Resource Management, Computer Science, Engineering, Mathematics, Operations Research or Decisions Sciences.

**Job Title: Database Developer II, Code 222**

**Minimum/General Experience:** This position requires 3 to 6 years of related experience working on similar/related IT projects with similar or equivalent responsibilities.

**Functional Responsibilities:** Specifies proper types of files organization, indexing methods, and security procedures. Advises contractor project teams on the design of complex databases (e.g., schema and subschema details). Defines specialized aspects of user's database administrator documentation. Performs detailed comparisons of various database systems. Performs duties in a complex, distributed, heterogeneous computing environment, which may involve different types of hardware platforms, operating systems applications, and network environments. Provides expertise in data storage systems. Develops backup and archival policies and procedures. Configures storage systems software to meet requirements. Performs administration tasks (installing, maintaining, monitoring, recovering, rebuilding, upgrading, patching and performance tuning). Implements software solutions for performance enhancement, operator interface, and increased user capability.

**Minimum Education:** Bachelors degree in a related technical field such as Information Resource Management, Computer Science, Engineering, Mathematics, Operations Research or Decisions Sciences, or two additional years of related experience with recognized commercial certifications in specific information technologies applicable to the job assignment.



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**Job Title: Database Developer III, Code 223**

**Minimum/General Experience:** This position requires 6 to 10 years of related experience supporting IT projects and programs of which a minimum of 1 year must include supervising and managing the efforts of subordinate project personnel.

**Functional Responsibilities:** Specifies proper types of files organization, indexing methods, and security procedures. Advises contractor project teams on the design of complex databases (e.g., schema and subschema details). Defines specialized aspects of user's database administrator documentation. Performs detailed comparisons of various database systems. Performs duties in a complex, distributed, heterogeneous computing environment, which may involve different types of hardware platforms, operating systems applications, and network environments. Provides expertise in data storage systems. Develops backup and archival policies and procedures. Configures storage systems software to meet requirements. Performs administration tasks (installing, maintaining, monitoring, recovering, rebuilding, upgrading, patching and performance tuning). Implements software solutions for performance enhancement, operator interface, and increased user capability. Provides technical skill, knowledge, and experience in a variety of support functions such as safety, security, logistics and training. Assists specialists in area of expertise as required by tasking.

**Minimum Education:** Bachelors degree in a related technical field such as Information Resource Management, Computer Science, Engineering, Mathematics, Operations Research or Decisions Sciences, or two additional years of related experience with recognized commercial certifications in specific information technologies applicable to the job assignment.

**Job Title: Database Developer IV, Code 224**

**Minimum/General Experience:** This position requires over 10 years of related experience supporting IT projects and programs of which a minimum of 3 years must be in supervising and managing personnel and the project execution.

**Functional Responsibilities:** Specifies proper types of files organization, indexing methods, and security procedures. Advises contractor project teams on the design of complex databases (e.g., schema and subschema details). Defines specialized aspects of user's database administrator documentation. Performs detailed comparisons of various database systems. Performs duties in a complex, distributed, heterogeneous computing environment, which may involve different types of hardware platforms, operating systems applications, and network environments. Provides expertise in data storage systems. Develops backup and archival policies and procedures. Configures storage systems software to meet requirements. Performs administration tasks (installing, maintaining, monitoring, recovering, rebuilding, upgrading, patching and performance tuning). Implements software solutions for performance enhancement, operator interface, and increased user capability. Provides daily direction to task/delivery order personnel. Responsible for the completion of all task/delivery order requirements. May have financial, staffing, quality, and statusing responsibilities for assigned tasks/delivery orders. May assume personnel responsibility for technical aspects of the task. Reports to the assigned ZERONE Program Manager.

**Minimum Education:** Bachelors degree in a related technical field such as Information Resource Management, Computer Science, Engineering, Mathematics, Operations Research or Decisions Sciences.



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**Job Title: Web Developer III, Code 233**

**Minimum/General Experience:** This position requires 5 to 8 years of related experience supporting IT projects and programs of which a minimum of 1 year must include supervising and managing the efforts of subordinate project personnel.

**Functional Responsibilities:** Provides web-based technology knowledge in systems design and integration efforts of websites including working with organizations and users to determine information to be available on the website and Web-based technologies and security. Provides planning support to define an organization's Internet and Intranet current and future goals. Provides technical skill, knowledge, and experience in a variety of support functions such as safety, security, logistics and training. Assists specialists in area of expertise as required by tasking.

**Minimum Education:** Bachelors degree in related technical or business fields such as Information Resource Management, Computer Science, Engineering, Mathematics Operations Research, Decision Sciences, Business, Finance, Accounting, and Management, or two additional years of related experience with recognized commercial certifications in specific information technologies applicable to the job assignment.

**Job Title: Web Developer IV, Code 234**

**Minimum/General Experience:** This position requires over 8 years of related experience supporting IT projects and programs of which a minimum of 3 years must be in supervising and managing personnel and the project execution.

**Functional Responsibilities:** Provides web-based technology knowledge in systems design and integration efforts of websites including working with organizations and users to determine information to be available on the website and Web-based technologies and security. Integrates custom application development efforts into web-enabled interface(s). Provides planning support to define an organizations Internet and Intranet current and future goals. Provides daily direction to task/delivery order personnel. Responsible for the completion of all task/delivery order requirements. May have financial, staffing, quality, and statusing responsibilities for assigned tasks/delivery orders. May assume personnel responsibility for technical aspects of the task. Reports to the assigned **ZERONE** Program Manager.

**Minimum Education:** Bachelors degree in related technical or business fields such as Information Resource Management, Computer Science, Engineering, Mathematics Operations Research, Decision Sciences, Business, Finance, Accounting, and Management.

**Job Title: Systems Engineer II, Code 302**

**Minimum/General Experience:** This position requires 3 to 6 years of related experience working on similar/related IT projects with similar or equivalent responsibilities.

**Functional Responsibilities:** Assists in the analysis and implementation role in the system integration of software, hardware and network components (custom and commercial) into new and/or existing environments. Assists in the design and implementation of LANs/WANs using hub and router technology. Performs hardware/software analyses to provide comparative data of performance characteristics and suitability within the existing system environment. Prepares trade-off studies and evaluations for vendor equipment. Assists in generating network monitoring and performance reports for LAN/WAN utilization studies. Recommends network design changes/enhancements for improved system availability and performance.



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**Minimum Education:** Bachelors degree in a related technical field such as Information Resource Management, Computer Science, Engineering, Mathematics, Operations Research or Decisions Sciences.

**Job Title: Systems Engineer III, Code 303**

**Minimum/General Experience:** This position requires 6 to 10 years of related experience supporting IT projects and programs of which a minimum of 1 year must include supervising and managing the efforts of subordinate project personnel.

**Functional Responsibilities:** Assists in the analysis and implementation role in the system integration of software, hardware and network components (custom and commercial) into new and/or existing environments. Assists in the design and implementation of LANs/WANs using hub and router technology. Performs hardware/software analyses to provide comparative data of performance characteristics and suitability within the existing system environment. Prepares trade-off studies and evaluations for vendor equipment. Assists in generating network monitoring and performance reports for LAN/WAN utilization studies. Recommends network design changes/enhancements for improved system availability and performance. Provides technical skill, knowledge, and experience in a variety of support functions such as safety, security, logistics and training. Assists specialists in area of expertise as required by tasking.

**Minimum Education:** Bachelors degree in a related technical field such as Information Resource Management, Computer Science, Engineering, Mathematics, Operations Research or Decisions Sciences.

**Job Title: Systems Engineer IV, Code 304**

**Minimum/General Experience:** This position requires over 10 years of related experience supporting IT projects and programs of which a minimum of 3 years must be in supervising and managing personnel and the project execution. The last 2 years must include experience in interfacing with ZERONE customers.

**Functional Responsibilities:** Performs lead analysis and implementation role in the system integration of software, hardware and network components (custom and commercial) into new and/or existing environments. Assists in the design and implementation of LANs/WANs. Performs hardware/software analyses to provide comparative data of performance characteristics and suitability within the existing system environment. Prepares trade-off studies and evaluations for vendor equipment. Assists in generating network monitoring and performance reports for LAN/WAN utilization studies. Recommends network design changes/enhancements for improved system availability and performance. Serves as the senior manager for a large, complex task order (or a group of task orders affecting the same IT infrastructure). Maintains continuous liaison with customer management personnel and coordinates scope of project task/delivery order work with the contracting officer. Makes organizational and key personnel assignments to meet requirements. Responsible for overall quality and timely delivery of products/services. Monitors technical, schedule, and cost performance of project task/delivery orders. Conducts project status review meetings and provides resource utilization reports to the customer when necessary. Functions as the single point of contact at the customer project level. Provides management direction to all Task Managers assigned to the project and reports to the **ZERONE** GSA Program Manager.

**Minimum Education:** Bachelors degree in a related technical field such as Information Resource Management, Computer Science, Engineering, Mathematics, Operations Research or Decisions Sciences.



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**Job Title: Test Director, Code 410**

**Minimum/General Experience:** This position requires over 15 years of related experience supporting IT projects and programs of which a minimum of 5 years must be in supervising and managing personnel and the project execution.

**Functional Responsibilities:** Responsible for developing test planning documentation for IT systems. Evaluates suitability of test facilities, data acquisition plans, and test scenarios to accomplish test objectives. Direct tests in accordance with approved test plans. Provides daily direction to task/delivery order personnel. Responsible for the completion of all task/delivery order requirements. May have financial, staffing, quality, and statusing responsibilities for assigned tasks/delivery orders. May assume personnel responsibility for technical aspects of the task. Reports to the assigned ZERONE Program Manager.

**Minimum Education:** Bachelors degree in a related technical field such as Information Resource Management, Computer Science, Engineering, Mathematics, Operations Research or Decisions Sciences.

**Job Title: Enterprise Network Engineer II, Code 502**

**Minimum/General Experience:** This position requires 4 to 8 years of related experience supporting IT projects and programs of which a minimum of 1 year must include supervising and managing the efforts of subordinate project personnel.

**Functional Responsibilities:** Performs a variety of network analysis or management functions related to the design, operation, performance or availability of data communications networks. Experience with cable meters, protocol analyzers, SNMP and RMON based software products. Knowledge of Ethernet, FDDI and WANs and routers. Analyzes client high speed LANs/WANs, isolates sources of problems, recommends reconfiguration and implementation of new network hardware to increase performance. Working knowledge of network operating systems. Modifies command language programs, network start up files, assigns/re-assigns network device logicals, participates in load balancing efforts throughout the network to achieve optimum device utilization and performance. Establishes new user accounts on the network granting access to required network files and programs. Manages network E-mail functions. Establishes mailboxes and monitors mail performance on the network. Troubleshoots network/user problems, presents resolutions for implementation. Prepares a variety of network resource reports.

**Minimum Education:** Bachelors degree in a related technical field such as Information Resource Management, Computer Science, Engineering, Mathematics, Operations Research or Decisions Sciences, or two additional years of related experience with recognized commercial certifications in specific information technologies applicable to the job assignment.

**Job Title: Enterprise Network Engineer III, Code 503**

**Minimum/General Experience:** This position requires 8 to 12 years of related experience supporting IT projects and programs of which a minimum of 3 years must be in supervising and managing personnel and the project execution.

**Functional Responsibilities:** Performs a variety of network management functions related to the operation, performance or availability of data communications networks. Experience with cable meters, protocol analyzers, SNMP and RMON based software products. Knowledge of Ethernet, FDDI and high speed WANs and routers. Analyzes client LANs/WANs, isolates sources of problems, recommends reconfiguration and implementation of new



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network hardware to increase performance. Working knowledge of network operating systems. Modifies command language programs, network start up files, assigns/re-assigns network device logicals, participates in load balancing efforts throughout the network to achieve optimum device utilization and performance. Establishes new user accounts on the network granting access to required network files and programs. Manages network E-mail functions. Establishes mailboxes and monitors mail performance on the network. Troubleshoots network/user problems, presents resolutions for implementation. Prepares a variety of network resource reports. Provides daily direction to task/delivery order personnel. Responsible for the completion of all task/delivery order requirements. Reports to the assigned ZERONE Program Manager.

**Minimum Education:** Bachelors degree in a related technical field such as Information Resource Management, Computer Science, Engineering, Mathematics, Operations Research or Decisions Sciences, or two additional years of related experience with recognized commercial certifications in specific information technologies applicable to the job assignment.

**Job Title: Enterprise Network Engineer IV, Code 504**

**Minimum/General Experience:** This position requires over 12 years of related experience supporting IT projects and programs of which a minimum of 5 years must be in supervising and managing personnel, and project execution.

**Functional Responsibilities:** Performs a variety of network management functions related to the operation, performance or availability of data communications networks. Experience with, protocol analyzers, SNMP and RMON based software products. Knowledge of Ethernet, FDDI and high speed WANs and routers. Analyzes client LANs/WANs, isolates sources of problems, recommends reconfiguration and implementation of new network hardware to increase performance. Working knowledge of network operating systems. Modifies command language programs, network start up files, assigns/re-assigns network device logicals, participates in load balancing efforts throughout the network to achieve optimum device utilization and performance. Troubleshoots network/ problems, presents resolutions for implementation. Prepares a variety of network resource reports. May contribute to the formulation or evaluation of statements of work for third party implementation, the analysis of third party proposals, and the oversight of third part operations. Serves as the senior manager for a large, complex task order (or a group of task orders affecting the same common customer or system). Maintains continuous liaison with customer management personnel and coordinates scope of project task/delivery order work with the contracting officer. Makes organizational and key personnel assignments to meet requirements. Responsible for overall quality and timely delivery of products/services. Monitors technical, schedule, and cost performance of project task/delivery orders. Conducts project status review meetings and provides monthly resource utilization reports to the customer when necessary. Functions as the single point of contact at the customer project level. Provides management direction to all Task Managers assigned to the project and reports to the **ZERONE** GSA Program Manager.

**Minimum Education:** Bachelors degree in a related technical field such as Information Resource Management, Computer Science, Engineering, Mathematics, Operations Research or Decisions Sciences.

**Job Title: Systems Administrator I, Code 511**

**Minimum/General Experience:** This position requires 0 to 2 years experience working on similar or related IT projects/tasks.

**Functional Responsibilities:** Supports installation and implementation of selected solution, including technical assistance and client training. Supports production process, including trouble-shooting, follow-on training, upgrade assistance. Analyzes existing systems to evaluate effectiveness and recommend changes where appropriate. Prepares



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detailed documented requirements for selected activities (i.e., data management, configuration management, program management, etc.). May provide administrative support to project management staff in customer meetings, presentations and briefings. Maintains and establish a filing system for correspondence, project status report, and other technical documentation for tracking and inventory control. Complies with hardware and software systems standards and procedures. May provide informal training in implementing software programs based on user requirements.

**Minimum Education:** Bachelors degree in a related technical field such as Information Resource Management, Computer Science, Engineering, Mathematics, Operations Research or Decisions Sciences, or two additional years of related experience with recognized commercial certifications in specific information technologies applicable to the job assignment.

**Job Title: Systems Administrator II, Code 512**

**Minimum/General Experience:** This position requires 2 to 5 years of related experience working on similar/related IT projects with similar or equivalent responsibilities.

**Functional Responsibilities:** Monitors and facilitates the maintenance and control of the network security/access database. Schedules and controls the work spaces for secure access by authorized personnel. Maintains user accounts by adding new users, deleting departing users, correcting user access problems and assigning proper rights and privileges. Analyzes personal computer problems such as memory allocation and system lockup problems and making necessary corrections. Creates network print queues, servers and install. Performs ADP secure systems back-ups on a periodic basis. Diagnoses network access problems and correct. Assists in the installation, assembly, repair, upgrade and maintenance LAN hardware and software components. Maintains and establishes a filing system for tracking and inventory control of hardware and software systems and equipment. Complies with hardware and software systems standards and procedures. Maintains liaison with outside hardware and software vendors for system upgrades and maintenance. Provides technical assistance and informal training in implementing network programs based on user requirements.

**Minimum Education:** Bachelors degree in a related technical field such as Information Resource Management, Computer Science, Engineering, Mathematics, Operations Research or Decisions Sciences, or two additional years of related experience with recognized commercial certifications in specific information technologies applicable to the job assignment.

**Job Title: Systems Administrator III, Code 513**

**Minimum/General Experience:** This position requires 5 to 8 years of related experience supporting IT projects and programs of which a minimum of 1 year must include supervising and managing the efforts of subordinate project personnel.

**Functional Responsibilities:** Installs and maintains system hardware and software components. Diagnoses, repairs, assembles and upgrades system hardware and software. Establishes and maintains system users, and their environments, directories and security. Monitors and adjusts system operating environment to ensure optimum performance. Responds to needs/questions of network users concerning access to resources on the system. Provides training to users on system applications and operations. Provides connectivity to other outside resources or network as necessary. Directs on-site customer interface for installation, repair, upgrade and maintenance system hardware and software components. Maintains and establish a filing system for tracking and inventory control of hardware and software systems and equipment. Complies with hardware and software systems standards and procedures. Maintains



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liaison with outside hardware and software vendors for system upgrades and maintenance. Provides technical assistance and informal training in implementing network programs based on user requirements.

**Minimum Education:** Bachelors degree in a related technical field such as Information Resource Management, Computer Science, Engineering, Mathematics, Operations Research or Decisions Sciences, or two additional years of related experience with recognized commercial certifications in specific information technologies applicable to the job assignment.



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**Job Title: Systems Administrator IV, Code 514**

**Minimum/General Experience:** This position requires over 8 years of related experience supporting IT projects and programs of which a minimum of 3 years must be in supervising and managing personnel and the project execution.

**Functional Responsibilities:** Administers and manages complex local area networks including installation of server software and hardware, system monitoring, license compliance, virus detection, disaster prevention and backups, capacity management, usage reporting and the e-mail system. Supports all issues including problem resolution, training both users and other system administrators and individual tailoring of user needs in log in scripts and set-ups. Develops long-term plans and budgets and oversee their execution. Represents the group for cross-group and company wide computer resources planning and implementation including providing technical and strategic planning inputs. Directs on-site customer interface for installation, design, repair, upgrade and maintenance network hardware and software components. Maintains and establishes a filing system for tracking and inventory control of hardware and software systems and equipment. Complies with hardware and software systems standards and procedures. Maintains liaison with outside hardware and software vendors for system upgrades and maintenance. Provides technical assistance and informal training in implementing network programs based on user requirements. Assists in the preparation and production of technical reports, progress reports, data requirements and system constraints for technical presentations, meetings and customer briefings. Trains and monitors lower level network administrators for system performance and network functional capabilities.

**Minimum Education:** Bachelors degree in a related technical field such as Information Resource Management, Computer Science, Engineering, Mathematics, Operations Research or Decisions Sciences.

**Job Title: Systems Technician II, Code 522**

**Minimum/General Experience:** This position requires 2 to 5 years of related experience working on similar/related IT projects with similar or equivalent responsibilities.

**Functional Responsibilities:** Assists in the installation and maintenance of information systems and related equipment. Performs installation, assembly, repair, upgrade and maintenance of hardware components of desktop, laptop, server, LAN, and other computing platform and infrastructure components, including cabling and other environmental support systems. Schedules and controls the work spaces for secure access by authorized personnel. Performs ADP secure systems back-ups on a periodic basis. Diagnoses network access problems and correct. Maintains and establishes a filing system for tracking and inventory control of hardware and software systems and equipment. Complies with hardware and software systems standards and procedures. Maintains liaison with outside hardware and software vendors for system upgrades and maintenance. Provides technical assistance and informal training in implementing network programs based on user requirements.

**Minimum Education:** Bachelors degree or recognized commercial certifications in specific information technologies applicable to the job assignment.

**Job Title: System Technician III, Code 523**

**Minimum/General Experience:** This position requires over 5 years of related experience supporting IT projects and programs of which a minimum of 1 year must include supervising and managing the efforts of subordinate project personnel.



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**Functional Responsibilities:** Performs or directs the installation and maintenance of information systems and related equipment according to prescribed plans and procedures. Performs installation, assembly, repair, upgrade and maintenance of hardware components of desktop, laptop, server, LAN, and other computing platform and infrastructure components, including cabling and other environmental support systems. Installs and maintains system hardware and software components. Diagnoses, repairs, assembles and upgrades system hardware. Provides connectivity to other outside resources or network as necessary. Directs on-site customer interface for installation, repair, upgrade and maintenance system hardware. Maintains and establish a filing system for tracking and inventory control of hardware and software systems and equipment. Complies with hardware and software systems standards and procedures. Maintains liaison with outside hardware and software vendors for system upgrades and maintenance.

**Minimum Education:** Bachelors degree in related technical or business field such as Information Resource Management, Computer Science, Engineering, Mathematics Operations Research, Decision Sciences, Business, Finance, Accounting, and Management, or two additional years of related experience with recognized commercial certifications in specific information technologies applicable to the job assignment.

**Job Title: Help Desk Operator, Code 601**

**Minimum/General Experience:** This position requires 2 to 3 years experience working on similar or related IT projects/tasks.

**Functional Responsibilities:** Works on a Help Desk and supplies answers to users' calls and records all necessary information. Offers assistance over the phone and follows the problem through to resolution. Assigns problems to the appropriate area for resolution. Logs and reports data on the number and types of calls received.

**Minimum Education:** Bachelors degree or recognized commercial certifications in specific information technologies applicable to the job assignment.

**Job Title: Help Desk Operations Expert I, Code 611**

**Minimum/General Experience:** This position requires 3 to 6 years of related experience supporting IT projects and programs of which a minimum of 1 year must include supervising and managing the efforts of help desk operational personnel.

**Functional Responsibilities:** Staffs and manages the Help Desk; ensures that the Help Desk supplies answers to users' calls, assigns problems to the appropriate area for resolution as necessary, and records all necessary information. Provides reports and analysis on the number and types of calls received.

**Minimum Education:** Bachelors degree in a related technical field such as Information Resource Management, Computer Science, Engineering, Mathematics, Operations Research or Decisions Sciences, or two additional years of related experience with recognized commercial certifications in specific information technologies applicable to the job assignment.



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**Job Title: Functional Specialist I, Code 701**

**Minimum/General Experience:** This position requires 0 to 3 years experience working on similar or related IT projects/tasks.

**Functional Responsibilities:** Executes study of work problems and procedures (e.g., organizational change, communications, information flow, decision making processes, control processes, operational effectiveness, or cost analyses). Gathers and organizes information on problem or procedures including present operating procedures. Analyzes data, develops information, and assesses available solutions or alternate methods of proceeding. Organizes and documents findings of studies and prepares recommendations for implementation of new systems, procedures, or organizational changes. Assists in aspects of logistical and/or business process coordination in support of the deployment and installation of IT systems. Coordinates with clients and trains users to ensure smooth implementation and functional performance of new systems, procedures, or organizations. Contributes to operational tests and assessments. Develops and maintains functional and operating documentation.

**Minimum Education:** Bachelors degree in related technical or business fields such as Information Resource Management, Computer Science, Engineering, Mathematics Operations Research, Decision Sciences, Business, Finance, Accounting, and Management, or two additional years of related experience with certified vocational training.

**Job Title: Functional Specialist II, Code 702**

**Minimum/General Experience:** This position requires 3 to 6 years of related experience working on similar/related IT projects with similar or equivalent responsibilities.

**Functional Responsibilities:** Plans study of work problems and procedures (e.g., organizational change, communications, information flow, decision making processes, control processes, operational effectiveness, or cost analyses). Gathers and organizes information on problem or procedures including present operating procedures. Analyzes data, develops information, and assesses available solutions or alternate methods of proceeding. Organizes and documents findings of studies and prepares recommendations for implementation of new systems, procedures, or organizational changes. Assists in aspects of logistical and/or business process coordination in support of the deployment and installation of IT systems.

Coordinates with clients and trains users to ensure smooth implementation and functional performance of new systems, procedures, or organizations. Contributes to operational tests and assessments. Develops and maintains functional and operating documentation.

**Minimum Education:** Bachelors degree in related technical or business fields such as Information Resource Management, Computer Science, Engineering, Mathematics Operations Research, Decision Sciences, Business, Finance, Accounting, and Management, or two additional years of related experience with certified vocational training.

**Job Title: Functional Specialist III, Code 703**

**Minimum/General Experience:** This position requires 6 to 12 years of related experience supporting IT projects and programs of which a minimum of 1 year must include supervising and managing the efforts of subordinate project personnel.



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**Functional Responsibilities:** Plans study of work problems and procedures (e.g., organizational change, communications, information flow, decision making processes, control processes, operational effectiveness, or cost analyses). Gathers and organizes information on problem or procedures including present operating procedures. Analyzes data, develops information, and assesses available solutions or alternate methods of proceeding. Organizes and documents findings of studies and prepares recommendations for implementation of new systems, procedures, or organizational changes. Responsible for aspects of logistical and/or business process coordination in support of the deployment and installation of IT systems. Coordinates with field personnel or subcontractors. Coordinates with clients and trains users to ensure smooth implementation and functional performance of new systems, procedures, or organizations. Contributes to operational tests and assessments. Develops and maintains functional and operating documentation. Provides technical skill, knowledge, and experience in a variety of support functions such as safety, security, logistics and training. Assists specialists in area of expertise as required by tasking.

**Minimum Education:** Bachelors degree in related technical or business fields such as Information Resource Management, Computer Science, Engineering, Mathematics Operations Research, Decision Sciences, Business, Finance, Accounting, and Management, or two additional years of related experience with certified vocational training.

**Job Title: Functional Specialist IV, Code 704**

**Minimum/General Experience:** This position requires over 10 years of related experience supporting IT projects and programs of which a minimum of 3 years must be in supervising and managing personnel and the project execution.

**Functional Responsibilities:** Plans study of work problems and procedures (e.g., organizational change, communications, information flow, decision making processes, control processes, operational effectiveness, or cost analyses). Gathers and organizes information on problem or procedures including present operating procedures. Analyzes data, develops information, and assesses available solutions or alternate methods of proceeding. Organizes and documents findings of studies and prepares recommendations for implementation of new systems, procedures, or organizational changes. May provide strategic planning and strategic management services to Client. Coordinates with clients and trains users to ensure smooth implementation and functional performance of new systems, procedures, or organizations. Responsible for logistical and/or business process coordination in support of the deployment and installation of IT systems. May direct the efforts of field personnel or subcontractors. May contribute to the formulation or evaluation of statements of work for third party implementation, the analysis of third party proposals, and the oversight of third part operations. Contributes to operational tests and assessments. Develops and maintains functional and operating documentation. Provides daily direction to task/delivery order personnel. Responsible for the completion of all task/delivery order requirements. May have financial, staffing, quality, and statusing responsibilities for assigned tasks/delivery orders. May assume personnel responsibility for technical aspects of the task. Reports to the assigned **ZERONE** Program Manager.

**Minimum Education:** Bachelors degree in related technical or business fields such as Information Resource Management, Computer Science, Engineering, Mathematics Operations Research, Decision Sciences, Business, Finance, Accounting, and Management.



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**Job Title: Program Administrative Support I, Code 801**

**Minimum/General Experience:** This position requires over 2 years experience working on similar or related IT projects/tasks.

**Functional Responsibilities:** Provides general administrative support to technical and non-technical areas. Support consists of typing, data entry, filing, maintaining publications, phone answering, ordering and stocking of administrative supplies, receiving/distributing mail, transmitting/receiving facsimiles, handling overnight express mail, voice messages, sorting, and operating copy machines.

**Minimum Education:** Bachelors degree in related technical or business fields such as Business, Finance, Accounting, and Management, or certified vocational training.

**Job Title: Program Administrative Support II, Code 802**

**Minimum/General Experience:** This position requires over 5 years of related experience working on similar/related IT projects with similar or equivalent responsibilities.

**Functional Responsibilities:** Uses automated systems to provide a variety of documents, such as correspondence, memos, publications, proposals, handbooks, manuals forms, reports, tables, graphs, and spreadsheets. Has specific knowledge and skills with Microsoft Word, Excel and PowerPoint, or equivalent office automation software. Acts as custodian for project related documentation.

**Minimum Education:** Bachelors degree in related technical or business fields such as Business, Finance, Accounting, and Management, or certified vocational training.

**Job Title: Project Support Specialist , Code 811**

**Minimum/General Experience:** This position requires 5 to 10 years of related experience supporting IT projects and programs.

**Functional Responsibilities:** Provides project support in a specialized capacity such as budget analysis and cost controls support, project schedule maintenance, or project documentation production which may include technical writing, technical illustration, and desktop publishing. Uses automated systems to perform tasks. May provide a variety of documents, such as correspondence, memos, publications, proposals, handbooks, manuals forms, reports, tables, graphs, and spreadsheets, utilizing specific knowledge and skills with Microsoft Word, Excel and PowerPoint, or equivalent office automation software, as well as desktop publishing systems. May prepares illustrations and drawing according to customer requirements to include complex technical material, such as layouts depicting dimensions, interfaces, capacities, and quantities, using a variety of manual and automated systems. May examine current and past budgets and accounting records, prepare funding requests, and provide technical assistance in keeping projects within budgets and funding allocations. May examine estimates of material, equipment, and production/development costs, performance measurements, and delivery schedules.

**Minimum Education:** Bachelors degree in related business fields such as Business, Finance, Accounting, and Management, or two additional years of related experience with certified vocational training or recognized commercial certifications in specific information technologies applicable to the job assignment.



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**Job Title: Project Controls Manager, Code 820**

**Minimum/General Experience:** This position requires over 8 years of related experience supporting IT projects and programs of which a minimum of 2 years must be in supervising and managing personnel and the project execution.

**Functional Responsibilities:** Responsible for project cost and schedule controls. Maintains program/project budgets, performs financial projections, designs and executes presentations, reports, and decision analysis documents. Supervises other administrative support personnel. Examines estimates of material, equipment, and production/development costs, performance measurements, and delivery schedules. Also performs subcontracting management. Reviews subcontractors' bids and/or invoices for conformity to contract provisions and budget requirements. May negotiate contracts and amendments with customer and acts as the contractual liaison between the customer/vendor and technical/management personnel.

**Minimum Education:** Bachelors degree in related business fields such as Business, Finance, Accounting, and Management.

**Job Title: Project/Program Manager, Code 830**

**Minimum/General Experience:** This position requires over 15 years of related experience supporting IT projects and programs of which a minimum of 10 years must be in supervising and managing personnel, project execution and customer interface and tasking.

**Functional Responsibilities:** Monitors overall performance of the GSA project including management, technical, quality, and financial. Serves as the single GSA Schedule contract manager, and is its authorized interface with the GSA Contracting Officer, the contract level Contracting Officers' Representative and customer contract and senior management representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, and communicating policies, purposes, and goals of the organization to subordinates. Makes management personnel assignments at the Project level. May provide strategic planning and strategic management services to Client. Provides management direction to all **ZERONE** Project Managers.

**Minimum Education:** Bachelors degree in related technical or business fields such as Information Resource Management, Computer Science, Engineering, Mathematics Operations Research, Decision Sciences, Business, Finance, Accounting, and Management.



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<b>ZERONE</b> Government Facility Rates						
LC#	Title	Rates Effective				
		09/02/14 thru 09/01/15	09/02/15 thru 09/01/16	09/02/16 thru 09/01/17	09/02/17 thru 09/01/18	09/02/18 thru 09/01/19
102	Systems Analyst II	\$96.45	\$98.38	\$100.35	\$102.36	\$104.41
103	Systems Analyst III	\$118.20	\$120.56	\$122.97	\$125.43	\$127.94
104	Systems Analyst IV	\$155.06	\$158.16	\$161.32	\$164.55	\$167.84
110	Systems Analysis Manager	\$215.52	\$219.83	\$224.23	\$228.71	\$233.28
121	Subject Matter Expert I	\$93.14	\$95.00	\$96.90	\$98.84	\$100.82
122	Subject Matter Expert II	\$137.46	\$140.21	\$143.01	\$145.87	\$148.79
123	Subject Matter Expert III	\$243.28	\$248.15	\$253.11	\$258.17	\$263.33
124	Subject Matter Expert IV	\$250.24	\$255.24	\$260.34	\$265.55	\$270.86
202	Systems Developer II	\$103.70	\$105.77	\$107.89	\$110.05	\$112.25
203	Systems Developer III	\$125.45	\$127.96	\$130.52	\$133.13	\$135.79
204	Systems Developer IV	\$155.18	\$158.28	\$161.45	\$164.68	\$167.97
210	Systems Developer Manager	\$190.71	\$194.52	\$198.41	\$202.38	\$206.43
222	Database Developer II	\$102.57	\$104.62	\$106.71	\$108.84	\$111.02
223	Database Developer III	\$117.68	\$120.03	\$122.43	\$124.88	\$127.38
224	Database Developer IV	\$142.17	\$145.01	\$147.91	\$150.87	\$153.89
233	Web Developer III	\$110.43	\$112.64	\$114.89	\$117.19	\$119.53
234	Web Developer IV	\$124.60	\$127.09	\$129.63	\$132.22	\$134.86
302	Systems Engineer II	\$103.70	\$105.77	\$107.89	\$110.05	\$112.25
303	Systems Engineer III	\$127.52	\$130.07	\$132.67	\$135.32	\$138.03
304	Systems Engineer IV	\$149.41	\$152.40	\$155.45	\$158.56	\$161.73
410	Test Director	\$203.47	\$207.54	\$211.69	\$215.92	\$220.24
502	Enterprise Network Engineer II	\$98.69	\$100.66	\$102.67	\$104.72	\$106.81
503	Enterprise Network Engineer III	\$118.78	\$121.16	\$123.58	\$126.05	\$128.57
504	Enterprise Network Engineer IV	\$145.52	\$148.43	\$151.40	\$154.43	\$157.52
511	Systems Administrator I	\$82.27	\$83.92	\$85.60	\$87.31	\$89.06
512	Systems Administrator II	\$96.05	\$97.97	\$99.93	\$101.93	\$103.97
513	Systems Administrator III	\$112.20	\$114.44	\$116.73	\$119.06	\$121.44
514	Systems Administrator IV	\$138.63	\$141.40	\$144.23	\$147.11	\$150.05
522	System Technician II	\$71.43	\$72.86	\$74.32	\$75.81	\$77.33
523	System Technician III	\$86.67	\$88.40	\$90.17	\$91.97	\$93.81
601	Help Desk Operator	\$56.17	\$57.29	\$58.44	\$59.61	\$60.80
611	Help Desk Operations Expert I	\$105.03	\$107.13	\$109.27	\$111.46	\$113.69
701	Functional Specialist I	\$60.82	\$62.04	\$63.28	\$64.55	\$65.84
702	Functional Specialist II	\$84.14	\$85.82	\$87.54	\$89.29	\$91.08
703	Functional Specialist III	\$112.43	\$114.68	\$116.97	\$119.31	\$121.70
704	Functional Specialist IV	\$155.53	\$158.64	\$161.81	\$165.05	\$168.35
801	Program Admin Support I	\$51.47	\$52.50	\$53.55	\$54.62	\$55.71
802	Program Admin Support II	\$58.54	\$59.71	\$60.90	\$62.12	\$63.36
811	Project Support Specialist	\$87.77	\$89.53	\$91.32	\$93.15	\$95.01
820	Project Controls Manager	\$127.77	\$130.33	\$132.94	\$135.60	\$138.31
830	Project/Program Manager	\$250.24	\$255.24	\$260.34	\$265.55	\$270.86



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

**PREAMBLE**

ZERONE, 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 **David B. Sossamon, President, Phone (202) 363-1360, Fax (202) 318-4031, E-mail [dave.sossamon@zerone.com](mailto:dave.sossamon@zerone.com)**.





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

(CUSTOMER NAME)

**BLANKET PURCHASE AGREEMENT**

Pursuant to GSA Federal Supply Schedule Contract Number(s) \_\_\_\_\_, Blanket Purchase Agreements, **ZERONE 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:

<b>MODEL NUMBER/PART NUMBER</b>	<b>*SPECIAL BPA DISCOUNT/PRICE</b>
_____	_____
_____	_____
_____	_____

- (2) Delivery:

<b>DESTINATION</b>	<b>DELIVERY SCHEDULES / DATES</b>
_____	_____
_____	_____
_____	_____

- (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:

<b>OFFICE</b>	<b>POINT OF CONTACT</b>
_____	_____
_____	_____
_____	_____

- (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;



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- (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 **ZERONE Inc.**'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 customer's 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.