

GENERAL SERVICES ADMINISTRATION
Federal Supply Service
Authorized Federal Supply Schedule Price List
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY
EQUIPMENT, SOFTWARE AND SERVICES

SIN 132-51 Information Technology Professional Services

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

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

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

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

Trusted Mission Solutions, Inc.
1749 Old Meadow Road, Suite 400
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(703) 637-7301
<http://www.trustedmission.com>
(woman-owned small business)

Contract Number: GS-35F-0807M

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

Period Covered by Contract: Option Period 9/23/2012 – 9/22/2017

Pricelist current through Modification #A518 dated 04/13/16 (Refresh 37).

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

Prices shown are NET Prices; Basic Discounts have been deducted.

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CUSTOMER INFORMATION**1. PRICING INFORMATION****a. Table of Awarded Special Item Number(s) (SINs) with Appropriate Cross-Reference to Item Descriptions and Awarded Prices****SIN 132-51 (Government Site Rates)**

LABOR CATEGORY*	PRICE Opt Yr 5 9/23/11- 9/22/12	PRICE YEAR 1 9/23/12- 9/22/13	PRICE YEAR 2 9/23/13- 9/22/14	PRICE YEAR 3 9/23/14- 9/22/15	PRICE YEAR 4 9/23/15- 9/22/16	PRICE YEAR 5 9/23/16- 9/22/17
Project/Program Manager	\$ 164.64	\$ 170.08	\$ 175.70	\$ 181.49	\$ 187.48	\$ 193.67
Application Systems Analyst/Programmer I	\$ 79.02	\$ 81.63	\$ 84.32	\$ 87.10	\$ 89.98	\$ 92.95
Application Systems Analyst/Programmer II	\$ 98.78	\$ 102.04	\$ 105.41	\$ 108.89	\$ 112.48	\$ 116.19
Application Systems Analyst/Programmer III	\$ 111.97	\$ 115.67	\$ 119.48	\$ 123.42	\$ 127.50	\$ 131.71
Systems Administrator I	\$ 59.28	\$ 61.24	\$ 63.26	\$ 65.34	\$ 67.50	\$ 69.73
Systems Administrator II	\$ 79.02	\$ 81.63	\$ 84.32	\$ 87.10	\$ 89.98	\$ 92.95
Systems Administrator III	\$ 98.78	\$ 102.04	\$ 105.41	\$ 108.89	\$ 112.48	\$ 116.19
Technical Writer/Editor I	\$ 79.02	\$ 81.56	\$ 84.25	\$ 87.03	\$ 89.90	\$ 92.87
Information Security Specialist I	\$ 85.61	\$ 88.44	\$ 91.35	\$ 94.37	\$ 97.48	\$ 100.70
Information Security Specialist II	\$ 105.36	\$ 108.84	\$ 112.43	\$ 116.14	\$ 119.97	\$ 123.93
Information Security Specialist III	\$ 125.14	\$ 129.27	\$ 133.54	\$ 137.94	\$ 142.49	\$ 147.20
Information Security Specialist IV	\$ 151.66	\$ 156.66	\$ 161.83	\$ 167.18	\$ 172.69	\$ 178.39
Information Security Specialist V	\$ 164.86	\$ 170.30	\$ 175.92	\$ 181.73	\$ 187.72	\$ 193.92
Support Specialist	\$ 52.69	\$ 54.43	\$ 56.22	\$ 58.08	\$ 60.00	\$ 61.98
Functional Analyst	\$ 98.78	\$ 102.04	\$ 105.41	\$ 108.89	\$ 112.48	\$ 116.19
Task Manager	\$ 105.36	\$ 108.84	\$ 112.43	\$ 116.14	\$ 119.97	\$ 123.93
ADP Advanced Discipline Specialist	\$ 164.65	\$ 170.08	\$ 175.70	\$ 181.49	\$ 187.48	\$ 193.67
Senior Engineer	\$ 151.66	\$ 156.66	\$ 161.83	\$ 167.18	\$ 172.69	\$ 178.39
Senior Consultant	\$ 197.83	\$ 204.36	\$ 211.10	\$ 218.07	\$ 225.26	\$ 232.70
Network/Systems Engineer 1	\$ 80.92	\$ 83.59	\$ 86.35	\$ 89.20	\$ 92.14	\$ 95.18
Network/Systems Engineer 2	\$ 89.00	\$ 91.94	\$ 94.97	\$ 98.10	\$ 101.34	\$ 104.69
Network/Systems Engineer 3	\$ 98.52	\$ 101.77	\$ 105.13	\$ 108.60	\$ 112.18	\$ 115.88
Network/Systems Engineer 4	\$ 105.58	\$ 109.06	\$ 112.66	\$ 116.38	\$ 120.22	\$ 124.19
Network/Systems Engineer 5	\$ 109.59	\$ 113.21	\$ 116.94	\$ 120.80	\$ 124.79	\$ 128.91
Network/Systems Engineer 6	\$ 119.28	\$ 123.22	\$ 127.28	\$ 131.48	\$ 135.82	\$ 140.30
Network/Systems Engineer 7	\$ 133.67	\$ 138.08	\$ 142.64	\$ 147.34	\$ 152.21	\$ 157.23
NCCS 1	\$ 51.69	\$ 53.40	\$ 55.16	\$ 56.98	\$ 58.86	\$ 60.80
NCCS 2	\$ 66.27	\$ 68.46	\$ 70.72	\$ 73.05	\$ 75.46	\$ 77.95
NCCS 3	\$ 79.91	\$ 82.55	\$ 85.27	\$ 88.09	\$ 90.99	\$ 93.99
NCCS 4	\$ 83.74	\$ 86.50	\$ 89.36	\$ 92.31	\$ 95.35	\$ 98.50
NCCS 5	\$ 91.27	\$ 94.28	\$ 97.39	\$ 100.61	\$ 103.93	\$ 107.36
NCCS 6	\$ 100.79	\$ 104.12	\$ 107.55	\$ 111.10	\$ 114.77	\$ 118.55
NCCS 7	\$ 105.58	\$ 109.06	\$ 112.66	\$ 116.38	\$ 120.22	\$ 124.19
NCCS 8	\$ 109.59	\$ 113.21	\$ 116.94	\$ 120.80	\$ 124.79	\$ 128.91
NCCS 9	\$ 119.28	\$ 123.22	\$ 127.28	\$ 131.48	\$ 135.82	\$ 140.30
Help Desk 1	\$ 36.94	\$ 38.16	\$ 39.42	\$ 40.72	\$ 42.06	\$ 43.45
Help Desk 2	\$ 51.69	\$ 53.40	\$ 55.16	\$ 56.98	\$ 58.86	\$ 60.80
Help Desk 3	\$ 65.60	\$ 67.76	\$ 70.00	\$ 72.31	\$ 74.70	\$ 77.16
Help Desk 4	\$ 76.88	\$ 79.42	\$ 82.04	\$ 84.75	\$ 87.54	\$ 90.43
Help Desk 5	\$ 83.74	\$ 86.50	\$ 89.36	\$ 92.31	\$ 95.35	\$ 98.50

- b. Identification of the Lowest Priced Model Number and Lowest Unit Price for Each Model
Not Applicable.

- c. Job Titles, Experience, Functional Responsibility, and Education

Required Education	Actual Education Obtained	Additional Years of Experience Credited the Employee
MA/MS	Ph.D	4
BA/BS	Ph.D	6
BA/BS	MA/MS	2
HS/GED	BA/BS	4

Additional experience in excess of requirements can be substituted for educational requirements:

Actual Education	Required Education	Additional Years of Experience Needed for Educational Requirements Equivalence
None	HS/GED	2
HS/GED	Tech-Inst./Military Training	2
HS/GED	BA/BS	4
HS/GED	MA/MS	6
HS/GED	Ph.D	No equivalency
BA/BS	MA/MS	2
BA/BS	Ph.D	6
MA/MS	Ph.D	4

Commercial Job Title:	Project/Program Manager
<p>Minimum/General Experience: Combination of ten years information technology experience, including three years of experience in a management or supervisory capacity, plus three years of experience in the functional area of the project to be managed.</p> <p>Functional Responsibility: Responsible for planning and executing a project. Prepares and maintains the project schedule and budget. Prepares and delivers status reports to the customer. Primary point of contact for the customer. Oversees all work and takes corrective action as necessary to ensure project success. Manages staffing, budget, prioritization, and other personnel matters. May serve as technical lead for the project.</p> <p>Minimum Education: Bachelor's degree</p>	

Commercial Job Title:	Application Systems Analyst/Programmer I
<p>Minimum/General Experience: One year of technical experience in applications software development, one of which is in systems analysis. Competent to work at a high technical level for most phases of applications systems analysis and programming activities.</p> <p>Functional Responsibility: Works under general direction. Formulates/defines system scope and objectives. Devises or modifies procedures to solve moderately complex problems considering computer equipment capacity and limitations. Codes, tests, debugs, and documents computer programs. May be involved in related areas such as database design/management and evaluation of commercial off-the-shelf (COTS) products.</p> <p>Minimum Education: Bachelor's degree in Computer Science or a related field.</p>	

Commercial Job Title:	Application Systems Analyst/Programmer II
<p>Minimum/General Experience: Three years of technical experience in applications software development, one of which is in systems analysis. Competent to work at a high technical level for all phases of applications systems analysis and programming activities.</p> <p>Functional Responsibility: Works under general direction. Formulates/defines system scope and objectives. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations. Prepares detailed specifications from which programs will be written. Designs, codes, tests, debugs, and documents programs. May be involved in related areas such as database design/management, evaluation of commercial off-the-shelf (COTS) products, and analysis of network hardware/software issues. May provide guidance to other systems analysts and programmers.</p> <p>Minimum Education: Bachelor's degree in Computer Science or a related field.</p>	

Commercial Job Title:	Application Systems Analyst/Programmer III
<p>Minimum/General Experience: Five years of technical experience in applications software development, three of which are in systems analysis and one year acting as technical lead to a team of programmers/analysts. Has a good understanding of the business or function for which the application is designed.</p> <p>Functional Responsibility: Plans, directs and monitors the work of team members. Sets priorities to meet the needs of users. Formulates/defines system scope and objectives. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations. Prepares detailed specifications from which programs will be written. Designs, codes, tests, debugs, and documents those programs. May be involved in related areas such as database design/management, evaluation of commercial off-the-shelf (COTS) products, and analysis of network hardware/software issues. May direct the work of other systems analysts and programmers. This skill is qualified to operate in advanced technical environments that include C++, Client/Server, Oracle, Power Builder, Visual Basic, JAVA, and other source code requirements.</p> <p>Minimum Education: Bachelor's Degree in Computer Science or related field.</p>	

Commercial Job Title:	Systems Administrator I
<p>Minimum/General Experience: Two years of experience in the evaluation, installation, configuration management, and user support of hardware and software.</p> <p>Functional Responsibility: Under general supervision, performs analytical, technical, and administrative work in the planning, design, and installation of new and existing microprocessor-based computer systems. Works on moderately complex applications. Confers with end users to determine types of hardware and software required. Writes programs to fulfill requirements or selects appropriate commercial off-the-shelf (COTS) software and customizes it as necessary. Installs new hardware and maintains existing hardware. Trains end users in use of hardware and software. May perform limited routine network administration functions.</p> <p>Minimum Education: High School degree and certification.</p>	

Commercial Job Title:	Systems Administrator II
<p>Minimum/General Experience: Four years of experience in the evaluation, installation, configuration management, and user support of hardware and software.</p> <p>Functional Responsibility: Under general supervision, performs analytical, technical, and administrative work in the planning, design, and installation of new and existing microprocessor-based computer systems. Works on moderately complex applications. Confers with end users to determine types of hardware and software required. Writes programs to fulfill requirements or selects appropriate commercial off-the-shelf (COTS) software and customizes it as necessary. Installs new hardware and maintains existing hardware. Trains end users in use of hardware and software. May perform limited routine network administration functions.</p> <p>Minimum Education: Associate's degree in Computer Science or a related certification.</p>	

Commercial Job Title:	Systems Administrator III
<p>Minimum/General Experience: Six years of experience in the evaluation, installation, configuration management, and user support of hardware and software.</p> <p>Functional Responsibility: Leads the team in performing analytical, technical, and administrative work in the planning, design, and installation of new and existing microprocessor-based computer systems. Works on moderately complex applications. Confers with end users to determine types of hardware and software required. Writes programs to fulfill requirements or selects appropriate commercial off-the-shelf (COTS) software and customizes it as necessary. Installs new hardware and maintains existing hardware. Trains end users in use of hardware and software. May perform limited routine network administration functions.</p> <p>Minimum Education: Bachelor's degree in Computer Science or a related field.</p>	

Commercial Job Title:	Technical Writer/Editor I
<p>Minimum/General Experience: Two years of experience in writing, editing, and preparing business or technical documentation. Experience with and knowledge of Department of Defense (DoD), Federal Information Processing (FIP), Government Printing Office (GPO), or commercial documentation standards as appropriate to the assignment.</p> <p>Functional Responsibility: Responsible for documentation development and preparation throughout the production cycle that can include: technical writing/editing, editorial consultation, copy design/editing, proofreading, or overall documentation review. Checks documents for spelling, grammar, organization, consistency, and content. Ensures that documents follow the appropriate style guide.</p> <p>Minimum Education: Bachelor's Degree in Communications, Journalism, English, or a related field.</p>	

Commercial Job Title:	Information Security Specialist I
<p>Minimum/General Experience: Two years of experience in information technology including experience providing information security support to internal and external customers. Experience includes one or more of the following: network security; access control systems; operations security; certification and accreditation; business continuity planning/disaster recovery planning; intrusion detection systems; firewalls; incident response.</p> <p>Functional Responsibility: Under general direction, analyzes basic customer security requirements and makes recommendations for improvement to information security data bases or platforms. Provides information security support, such as violation reports, PC security policies, and maintenance, to customers. Promotes customer information security compliance, according to corporate and local security standards, by verifying data from pre-existing audit programs. Investigates information security logging and violation reports and contacts managers as appropriate. Assists in system consolidations, software upgrades and internal information security investigations. Assists contingency management groups in planning and executing disaster recovery procedures.</p> <p>Minimum Education: Bachelor's Degree in Information Technology or related field.</p>	

Commercial Job Title:	Information Security Specialist II
<p>Minimum/General Experience: Four years of experience in information technology including experience providing information security support to internal and external customers. Experience includes one or more of the following: network security; access control systems; operations security; certification and accreditation; business continuity planning/disaster recovery planning; intrusion detection systems; firewalls; incident response.</p> <p>Functional Responsibility: Analyzes basic customer security requirements and makes recommendations for improvement to information security data bases or platforms. Provides information security support, such as violation reports, PC security policies, and maintenance, to customers. Promotes customer information security compliance, according to corporate and local security standards, by verifying data from pre-existing audit programs. Investigates information security logging and violation reports and contacts managers as appropriate. Assists in system consolidations, software upgrades and internal information security investigations. Assists contingency management groups in planning and executing disaster recovery procedures.</p> <p>Minimum Education: Bachelor's Degree in Information Technology or related field.</p>	

Commercial Job Title:	Information Security Specialist III
<p>Minimum/General Experience: Six years of experience in information technology including experience analyzing and defining information security requirements and solutions, and providing support to internal and external customers. Experience includes one or more of the following: network security; access control systems; operations security; certification and accreditation; business continuity planning/disaster recovery planning; intrusion detection systems; firewalls; incident response.</p> <p>Functional Responsibility: Leads or plays key role on project teams in system consolidation, information security software upgrades, and contingency management planning and execution. Trains information security analysts on problem resolution and conformance requirements by developing and conducting courses and explaining reference manuals. Assists technical support groups in the design and testing of information security products to provide solutions for information security issues and ensure conformance to requirements. Identifies and recommends solutions such as program or system modifications to prevent security exposures.</p> <p>Minimum Education: Bachelor's Degree in Information Technology or related field.</p>	

Commercial Job Title:	Information Security Specialist IV
<p>Minimum/General Experience: Seven to nine years of information technology experience with expertise in analyzing and defining information security requirements and solutions, and providing support to internal and external customers. Experience includes one or more of the following: network security; access control systems; operations security; certification and accreditation; business continuity planning/disaster recovery planning; intrusion detection systems; firewalls; incident response.</p> <p>Functional Responsibility: Serves as senior member of project teams in providing information security expertise, identifying security risks/vulnerabilities, and making and/or implementing recommendations to minimize and/or prevent security exposures for applications, systems, and networks. Trains information security analysts on problem resolution and conformance requirements and may develop and conduct courses, and develop reference manuals. Assists technical support groups in the design and testing of information security products to provide solutions for information security issues and ensure conformance to requirements. Develops/modifies security plans, architectures, policies, and procedures. Senior member of incident response teams.</p> <p>Minimum Education: Bachelor's Degree in Information Technology or related field.</p>	

Commercial Job Title:	Information Security Specialist V
<p>Minimum/General Experience: Eight to ten years of information technology experience with expertise in analyzing and defining information security requirements and solutions, and providing support to internal and external customers. Experience includes one or more of the following: network security; access control systems; operations security; certification and accreditation; business continuity planning/disaster recovery planning; intrusion detection systems; firewalls; incident response.</p> <p>Functional Responsibility: Serves as senior member and/or leader of project teams in providing information security expertise, identifying security risks/vulnerabilities, and making and/or implementing recommendations to minimize and/or prevent security exposures for applications, systems, and networks. Trains information security analysts on problem resolution and conformance requirements and may develop and conduct courses, and develop reference manuals. Assists technical support groups in the design and testing of information security products to provide solutions for information security issues and ensure conformance to requirements. Develops/modifies security plans, architectures, policies, and procedures. Senior member of incident response teams. Remediation measures, assessments, recommendations, architectures, etc. have an enterprise-wide impact.</p> <p>Minimum Education: Bachelor's Degree in Information Technology or related field.</p>	

Commercial Job Title:	Support Specialist
<p>Minimum/General Experience: Entry level. Personal or educational experience that demonstrates an understanding of the fundamental concepts, practices, and procedures, including those related to automation/computing, of the field of specialization relative to the assignment.</p> <p>Functional Responsibility: Provides supervised support for repetitive or routine activities, according to established procedures or instructions, relative to the assignment. Uses the basic elements of models, tools, utilities, applications/systems, software, or databases to perform assigned tasks.</p> <p>Minimum Education: High School degree</p>	

Commercial Job Title:	Task Manager
<p>Minimum/General Experience: Seven years information technology experience, including two years of experience in a management or supervisory capacity, plus two years of experience in the functional area of the project to be managed.</p> <p>Functional Responsibility: Responsible for planning and executing a project. Prepares and maintains the project schedule and budget. Prepares and delivers status reports to the customer. Primary point of contact for the customer. Oversees all work and takes corrective action as necessary to ensure project success. Manages staffing, budget, prioritization, and other personnel matters. May serve as technical lead for the project.</p> <p>Minimum Education: Bachelor's degree.</p>	

Commercial Job Title:	Functional Analyst
<p>Minimum/General Experience: Eight years of experience that includes 4 years in a specialized area. Specialized experience includes: performing functional allocation to identify required tasks and their interrelationships. Provides technical assistance on complex projects. Formulates/defines system scope and objectives. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time and form of desired results. Identifies resources required for each task. Demonstrates exceptional oral and written communication skills.</p> <p>Functional Responsibility: Responsible for identifying and documenting all specific functional requirements associated with implementing the application. Develops a comprehensive functional description of current and future system and process requirements through structured interviews, focus groups, documentation review and other data gathering techniques. Interfaces with technical personnel to identify specific system requirements and risks. Works directly with agency/organization functional staff members to identify specific application views and data requirements to ensure that the final system incorporates required functionality.</p> <p>Minimum Education: Bachelor's degree.</p>	

Commercial Job Title:	ADP Advanced Discipline Specialist
<p>Minimum/General Experience: Four years of progressively more difficult experience in the specific functional/program area. Specific functional/program areas requiring ADP subject matter expertise may include, but not be limited to: system engineering, information security, personnel, financial management, etc.</p> <p>Functional Responsibility: Responsible for performing research, systems analysis, concept and systems design; guide problem resolution, oversee development, implementation, and documentation of complex/specific applications in specialty areas. Assignments will require participation in, or direction of problem resolution by ADP means, in a narrowly-defined subject matter area that requires exception creativity and innovation. Normal task requirements will be in very broad and general terms, such as identification of a highly complex problem or research project. He/she must demonstrate a current state-of-the-art knowledge of principles, techniques, and practices in ADP and the specific subject matter required; use sound judgment in applying principles; ability to make and implement decisions based upon technical, economic, and business considerations; capability of providing professional guidance; and the ability to communicate well with managerial, technical and other professionals.</p> <p>Minimum Education: Master's Degree in relevant subject area.</p>	

Commercial Job Title:	Senior Engineer
<p>Minimum/General Experience: Eight to ten years of experience in information technology in the planning, analysis, design, development, or support of systems.</p> <p>Functional Responsibility: Serves in a leadership or senior advisory role in the planning, analysis, design, development, and implementation of systems. Responsibilities can include: performing trade-off analyses; researching and evaluating new technologies; defining system architectures; developing business and technical design solutions; developing integration strategies and plans. Leads teams in solving complex business problems and identifying potential automation solutions. Solutions can include the integration of COTS products and/or custom development. Works closely with the client to ensure that business objectives drive system requirements and design.</p> <p>Minimum Education: Bachelor's degree.</p>	

Commercial Job Title:	Senior Consultant
<p>Minimum/General Experience: Eight to ten years of experience in information technology or a specialized functional area.</p> <p>Functional Responsibility: Serves in a leadership or senior advisory role to the client in a specific area of functional or technical expertise to make recommendations that have an enterprise-wide impact in areas such as strategy, architecture, evaluation and selection of alternative approaches, implementation issues, and business process improvement. Includes the development of white papers, strategic planning documents, trade-off analyses, gap analyses, ROI justifications, study recommendations, concept of operations, enterprise architecture, and other documents.</p> <p>Minimum Education: Bachelor's degree.</p>	

Commercial Job Title:	Network Communications and Computer Specialist (NCCS) 1
<p>Functional Responsibility: Performs entry level day-to-day activities of configuration and operation of information systems, which may be mainframe, mini, or client/server based. Optimizes system operation and resource utilization, and performs system capacity analysis and planning. Provides assistance to users in accessing and using business systems. This may include the application of multiple engineering disciplines to IT and business modeling, analyses, specification development, hardware and software planning / implementation / modification / coding, scheduling, configuration changes and test reports for computer systems, messaging and telecommunications systems (including design development and implementation, post implementation maintenance and support). Additional support may include IT/Technical, business and analytic efforts in focused support disciplines for Program Management, Training, Training Documentation and delivery systems, Technical Writing, Network Technology, Communications and Graphics.</p> <p>Experience/Education: Requires a high school diploma and two years experience or, equivalent. Relevant experience, certification from a technical school or military organization or other credentials may be substituted for diploma based on depth, breadth and relevance to information technology subject matter.</p>	

Level	Mgt. Strata	Responsibility	Functional Roles			
I or equiv.	Entry level professional	Assists in: -Requirements definition -IT systems design -LCC management -Analyses/modeling/studies -HW/SW planning, Implementation, modeling, CM and test. Support & inputs to PMs, training documentation, tech writers, network technology, communications and graphics.	Assists in fulfillment of: Cost Mgt. Work Standards Schedule Management Supervision Policy Management			
Education/Experience Equivalence						
Education:	PhD	MA/MS	BA/BS	High School	Other	
Yrs Expr.	0	0	0	2	NA	

Commercial Job Title:	Network Communications and Computer Specialist (NCCS) 2
<p>Functional Responsibility: Analyzes and develops new hardware/network requirements; prepares specifications for equipment acquisitions; and modifies hardware as necessary to meet specialized user needs. Conducts site surveys to assess and document current site hardware/network configuration and user requirements. Prepares implementation plans and site installation technical design packages. Prepares configuration change drawings and documentation at each site. Prepares site installation and test reports. Coordinates post installation operations and maintenance support. Some or all work may be carried out independently. This may include the application of multiple engineering disciplines to IT and business modeling, analyses, specification development, hardware and software planning / implementation / modification / coding, scheduling, configuration changes and test reports for computer systems, messaging and telecommunications systems (including design development and implementation, post implementation maintenance and support). Additional support may include IT/Technical, business and analytic efforts in focused support disciplines for Program Management, Training, Training Documentation and delivery systems, Technical Writing, Network Technology, Communications and Graphics.</p> <p>Experience/Education: Requires a Bachelor’s degree in mathematics, computer science, engineering, business, or related field, or equivalent. Relevant experience, certification from a technical school or military organization or other credentials may be substituted for Bachelor’s degree based on depth, breadth and relevance to information technology subject matter.</p>	

Level	Mgt. Strata	Responsibility	Functional Roles		
2 or equiv.	Jr. level professional	Supports: -Requirements definition -IT systems design -LCC management -Analyses/modeling/studies -HW/SW planning, Implementation, modeling, CM and Test. Support & inputs to PMs, training documentation, tech writers, network technology, communications & graphics.	Supports fulfillment of: Cost Mgt. Work Standards Schedule Mgt. Supervision Policy Mgt.		
Education/Experience Equivalence					
Education:	PhD	MA/MS	BA/BS	High School	Other
Yrs Expr.	0	0	2	4	NA

Commercial Job Title:	Network Communications and Computer Specialist (NCCS) 3
<p>Functional Responsibility: Conducts site surveys to assess and document current site hardware/network configurations and user requirements. Analyzes and develops new hardware/network requirements; reviews specifications for equipment acquisitions; and modifies hardware as necessary to meet specialized user needs. Assists in preparation of engineering plans and site installation technical design packages. Performs network installation efforts. Reviews and evaluates site installation and test reports. Coordinates post installation operations and maintenance support. May oversee efforts of more junior level network communications and computer services staff. This may include the application of multiple engineering disciplines to IT and business modeling, analyses, specification development, hardware and software planning / implementation / modification / coding, scheduling, configuration changes and test reports for computer systems, messaging and telecommunications systems (including design development and implementation, post implementation maintenance and support). Additional support may include IT/Technical, business and analytic efforts in focused support disciplines for Program Management, Training, Training Documentation and delivery systems, Technical Writing, Network Technology, Communications and Graphics.</p> <p>Experience/Education: Requires a Bachelor’s degree in mathematics, computer science, engineering, business, or related field and two years experience or equivalent. Relevant experience, certification from a technical school or military organization or other credentials may be substituted for Bachelor’s degree based on depth, breadth and relevance to information technology subject matter.</p>	

Level	Mgt. Strata	Responsibility	Functional Roles		
3 or equiv.	Mid Level individual contributor	Performs: -Requirements Definition -IT Systems Design -LCC Management -Analyses/Modeling/Studies -HW/SW Planning, Implementation, modeling, CM and Test. Support & inputs to PMs, training documentation, tech writers, network technology, communications & graphics.	Performs fulfillment of: Cost Mgt. Work Standards Schedule Mgt. Supervision Policy Mgt.		
Education/Experience Equivalence					
Education:	PhD	MA/MS	BA/BS	High School	Other
Yrs Expr.	0	0	2	6	NA

Commercial Job Title:	Network Communications and Computer Specialist (NCCS) 4
<p>Functional Responsibility: Develops operational requirements from site surveys / surveys of the user community and establishes system requirements using analysis of the requirements and needs of the user. Carries out design work to transform overall requirements and architecture to a complete engineering design. Is highly knowledgeable and experienced with typical engineering network systems to effectively lead the network effort. This may include the application of multiple engineering disciplines to IT and business modeling, analyses, specification development, hardware and software planning / implementation / modification / coding, scheduling, configuration changes and test reports for computer systems, messaging and telecommunications systems (including design development and implementation, post implementation maintenance and support). Additional support may include IT/Technical, business and analytic efforts in focused support disciplines for Program Management, Training, Training Documentation and delivery systems, Technical Writing, Network Technology, Communications and Graphics. Uses specialized knowledge in exercising Quality Assurance, Configuration Management, and reliability and maintainability to control design and production, and minimize life cycle cost. May supervise teams of analysts/engineers in meeting network requirements.</p> <p>Experience/Education: Requires a Bachelor’s degree in mathematics, computer science, engineering, business, or related field and three years experience or equivalent. Relevant experience, certification from a technical school or military organization or other credentials may be substituted for Bachelor’s degree based on depth, breadth and relevance to information technology subject matter.</p>	

Level	Mgt. Strata	Responsibility	Functional Roles		
4 or equiv.	Professional Level implementer	Professional. level contributor to: -Requirements Definition -IT Systems Design -LCC Management -Analyses/Modeling/Studies -HW/SW Planning, Implementation, modeling, CM and Test. Support & inputs to PMs, training documentation, tech writers, network technology, communications & graphics.	Senior level contributor to: Cost Mgt. Work Standards Schedule Mgt. Supervision Policy Mgt.		
Education/Experience Equivalence					
Education:	PhD	MA/MS	BA/BS	High School	Other
Yrs Expr.	0	1	3	7	NA

Commercial Job Title:	Network Communications and Computer Specialist (NCCS) 5
<p>Functional Responsibility: Supervises, leads and develops operational requirements from site surveys / surveys of the user community and establishes system requirements using analysis of the requirements and needs of the user. May supervise or carry out design work to transform overall requirements and architecture to a complete engineering design. Is highly knowledgeable and experienced with typical engineering network systems to effectively lead the network effort. This may include the application of multiple engineering disciplines to IT and business modeling, analyses, specification development, hardware and software planning / implementation / modification / coding, scheduling, configuration changes and test reports for computer systems, messaging and telecommunications systems (including design development and implementation, post implementation maintenance and support). Additional support may include IT/Technical, business and analytic efforts in focused support disciplines for Program Management, Training, Training Documentation and delivery systems, Technical Writing, Network Technology, Communications and Graphics. Uses specialized knowledge in exercising Quality Assurance, Configuration Management, and reliability and maintainability to control design and production, and minimize life cycle cost. May supervise teams of analysts/engineers in meeting network requirements.</p> <p>Experience/Education: Requires a Bachelor’s degree in mathematics, computer science, engineering, business, or related field and four years experience or equivalent. Relevant experience or other credentials may be substituted for Bachelor’s degree based on depth, breadth and relevance to information technology subject matter.</p>	

Level	Mgt. Strata	Responsibility	Functional Roles		
5 or equiv.	Lead	Leads: -Requirements definition -IT systems design -LCC management -Analyses/modeling/studies -HW/SW planning, Implementation, modeling, CM and test. Support & inputs to PMs, training documentation, tech writers, network technology, communications & graphics.	Leads fulfillment of: Cost Mgt. Work Standards Schedule Mgt. Supervision Policy Mgt.		
Education/Experience Equivalence					
Education:	PhD	MA/MS	BA/BS	High School	Other
Yrs Expr.	0	2	4	8	NA

Commercial Job Title:	Network Communications and Computer Specialist (NCCS) 6
<p>Functional Responsibility: Supervises/Leads tasks and teams of analysts/engineers in meeting network requirements and develops operational requirements from site surveys / surveys of the user community and establishes system requirements using analysis of the requirements and needs of the user. Formulates and enforces standards, directs and supervises staff and personnel, preparing or approving work schedules, reviewing work, resolving discrepancies, and communicating policies, and goals to subordinates. Supervises design work to effectively lead the network effort and to transform overall requirements and architecture to a complete engineering design. This may include the application of multiple engineering disciplines to IT and business modeling, analyses, specification development, hardware and software planning / implementation / modification / coding, scheduling, configuration changes and test reports for computer systems, messaging and telecommunications systems (including design development and implementation, post implementation maintenance and support). Additional support may include IT/Technical, business and analytic efforts in focused support disciplines for Program Management, Training, Training Documentation and delivery systems, Technical Writing, Network Technology, Communications and Graphics. Uses specialized knowledge in exercising Quality Assurance, Configuration Management, and reliability and maintainability to control design and production, and minimize life cycle cost.</p> <p>Experience/Education: Is highly knowledgeable and experienced with typical engineering network systems. Requires a Bachelor’s degree in mathematics, computer science, engineering, business, or related field and five years experience or equivalent. Relevant experience or other credentials may be substituted for Bachelor’s degree based on depth, breadth and relevance to information technology subject matter.</p>	

Level	Mgt. Strata	Responsibility	Functional Roles		
6 or equiv.	Task Lead	Task Lead level supervision of: -Requirements definition -IT systems design -LCC management -Analyses/modeling/studies -HW/SW planning, Implementation, modeling, CM and Test. Support & inputs to PMs, training documentation, tech writers, network technology, communications & graphics.	Senior level leadership in: Cost Mgt. Work Standards Schedule Mgt. Supervision Policy Mgt.		
Education/Experience Equivalence					
Education:	PhD	MA/MS	BA/BS	High School	Other
Yrs Expr.	1	3	5	8	NA

Commercial Job Title:	Network Communications and Computer Specialist (NCCS) 7
<p>Functional Responsibility: Senior Level Leadership. Supervises teams of analysts/engineers in meeting network requirements and develops operational requirements from site surveys / surveys of the user community and establishes system requirements using analysis of the requirements and needs of the user. Formulates and enforces standards, directs and supervises staff and personnel, preparing or approving work schedules, reviewing work, resolving discrepancies, and communicating policies, and goals to subordinates. Supervises design work to effectively lead the network effort and to transform overall requirements and architecture to a complete engineering design. This may include the application of multiple engineering disciplines to IT and business modeling, analyses, specification development, hardware and software planning / implementation / modification / coding, scheduling, configuration changes and test reports for computer systems, messaging and telecommunications systems (including design development and implementation, post implementation maintenance and support). Additional support may include IT/Technical, business and analytic efforts in focused support disciplines for Program Management, Training, Training Documentation and delivery systems, Technical Writing, Network Technology, Communications and Graphics. Uses specialized knowledge in exercising Quality Assurance, Configuration Management, and reliability and maintainability to control design and production, and minimize life cycle cost.</p> <p>Experience/Education: Is highly knowledgeable and experienced with typical engineering network systems. Requires a Bachelor’s degree in mathematics, computer science, engineering, business, or related field and five years experience or equivalent. Relevant experience or other credentials may be substituted for Bachelor’s degree based on depth, breadth and relevance to information technology subject matter.</p>	

Level	Mgt. Strata	Responsibility	Functional Roles		
7 or equiv.	Sr. leadership	Sr. level supervision of: -Requirements definition -IT systems design -LCC management -Analyses/modeling/studies -HW/SW planning, Implementation, modeling, CM and Test. Support & inputs to PMs, training documentation, tech writers, network technology, communications & graphics.	Senior level leadership in: Cost Mgt. Work Standards Schedule Mgt. Supervision Policy Mgt.		
Education/Experience Equivalence					
Education:	PhD	MA/MS	BA/BS	High School	Other
Yrs Expr.	1	3	5	8	NA

Commercial Job Title:	Network Communications and Computer Specialist (NCCS) 8
<p>Functional Responsibility: High level interaction. Supervises teams of analysts/engineers in meeting network requirements and develops operational requirements from site surveys / surveys of the user community and establishes system requirements using analysis of the requirements and needs of the user. Formulates and enforces standards, directs and supervises staff and personnel, preparing or approving work schedules, reviewing work, resolving discrepancies, and communicating policies, and goals to subordinates. Supervises design work to effectively lead the network effort and to transform overall requirements and architecture to a complete engineering design. This may include the application of multiple engineering disciplines to IT and business modeling, analyses, specification development, hardware and software planning / implementation / modification / coding, scheduling, configuration changes and test reports for computer systems, messaging and telecommunications systems (including design development and implementation, post implementation maintenance and support). Additional support may include IT/Technical, business and analytic efforts in focused support disciplines for Program Management, Training, Training Documentation and delivery systems, Technical Writing, Network Technology, Communications and Graphics. Uses specialized knowledge in exercising Quality Assurance, Configuration Management, and reliability and maintainability to control design and production, and minimize life cycle cost.</p> <p>Experience/Education: Is highly knowledgeable and experienced with typical engineering network systems. Requires a Bachelor’s degree in mathematics, computer science, engineering, business, or related field and six years experience or equivalent. Relevant experience or other credentials may be substituted for Bachelor’s degree based on depth, breadth and relevance to information technology subject matter.</p>	

Level	Mgt. Strata	Responsibility	Functional Roles		
8 or equiv.	High level interaction support PM and customer efforts	High level leadership to transition user requirements into delivered complex programs/systems (assigns, oversees and carries out work / formulates & enforces standards) Sr. level supervision of: -Requirements definition -IT systems design -LCC management -Analyses/modeling/studies -HW/SW planning, Implementation, modeling, CM and Test. Support & inputs to PMs, training documentation, tech writers, network technology, communications & graphics.	Senior level leadership in: Cost Mgt. Work Standards Schedule Mgt. Supervision Policy Mgt.		
Education/Experience Equivalence					
Education:	PhD	MA/MS	BA/BS	High School	Other
Yrs Expr.	2	4	6	8	NA

Commercial Job Title:	Network Communications and Computer Specialist (NCCS) 9
<p>Functional Responsibility: Very senior interaction. Supervises teams of analysts/engineers in meeting network requirements and develops operational requirements from site surveys / surveys of the user community and establishes system requirements using analysis of the requirements and needs of the user. Formulates and enforces standards, directs and supervises staff and personnel, preparing or approving work schedules, reviewing work, resolving discrepancies, and communicating policies, and goals to subordinates. Supervises design work to effectively lead the network effort and to transform overall requirements and architecture to a complete engineering design. This may include the application of multiple engineering disciplines to IT and business modeling, analyses, specification development, hardware and software planning / implementation / modification / coding, scheduling, configuration changes and test reports for computer systems, messaging and telecommunications systems (including design development and implementation, post implementation maintenance and support). Additional support may include IT/Technical, business and analytic efforts in focused support disciplines for Program Management, Training, Training Documentation and delivery systems, Technical Writing, Network Technology, Communications and Graphics. Uses specialized knowledge in exercising Quality Assurance, Configuration Management, and reliability and maintainability to control design and production, and minimize life cycle cost.</p> <p>Experience/Education: Is highly knowledgeable and experienced with typical engineering network systems. Requires a Bachelor’s degree in mathematics, computer science, engineering, business, or related field and six years experience or equivalent. Relevant experience or other credentials may be substituted for Bachelor’s degree based on depth, breadth and relevance to information technology subject matter.</p>	

Level	Mgt. Strata	Responsibility	Functional Roles		
9 or equiv.	Very senior interaction with PM and customer	Highest level leadership to transition user requirements into delivered complex programs/systems (assigns, oversees and approves work / formulates & enforces standards) Sr. level supervision of: -Requirements definition -IT systems design -LCC management -Analyses/modeling/studies -HW/SW planning, Implementation, modeling, CM and Test. Support & inputs to PMs, training documentation, tech writers, network technology, communications & graphics.	Very senior level leadership in: Cost Mgt. Work Standards Schedule Mgt. Supervision Policy Mgt.		
Education/Experience Equivalence					
Education:	PhD	MA/MS	BA/BS	High School	Other
Yrs Expr.	2	4	6	8	NA

Commercial Job Title:	Network/Systems Engineer 1
<p>Functional Responsibility: Performs basic operation requirements in support of higher level network/systems engineers and technical specialists. Assists with transformation or implementation of system requirements and architecture to a complete design, including but not limited to assistance with systems integration, engineering change/configuration management, programming and test and evaluation.</p> <p>Experience/Education: High School diploma with two years experience or a Bachelor’s degree. Relevant training or technical school certification in information technology may be substituted for experience.</p>	

Level	Mgt. Strata	Responsibility	Functional Roles		
1 or equiv.	Entry level	Assists with network/system design, engineering, architecture, security and technical and budget planning for delivery of state of the art technology and systems. Assists with life cycle approach to guide transition of user requirements to final design. Assists with system programming, maintenance, trouble-shooting and technical resolution, and user support actions.	Supports fulfillment of: Cost Mgt. Work Standards Schedule Mgt. Supervision Policy Mgt.		
Education/Experience Equivalence					
Education:	PhD	MA/MS	BA/BS	High School	Other
Yrs Expr.	0	0	2	6	NA

Commercial Job Title:	Network/Systems Engineer 2
<p>Functional Responsibility: Elicits operational requirements from the user community and supports the establishment of system requirements using industry-standard system development methodologies. Performs system engineering work to transform or implement system requirements and architecture to a complete design, including but not limited to systems engineering, integration, engineering change/configuration management, programming and test and evaluation.</p> <p>Experience/Education: Bachelor’s degree and three years experience. Relevant experience may be substituted for degree based on depth, breadth and relationship to subject matter.</p>	

Level	Mgt. Strata	Responsibility	Functional Roles		
2 or equiv.	Staff level personnel	Performs/supports system engineering, design, architecture, security and technical and budget planning for delivery of state of the art technology and systems. Develops and implements life cycle approach to guide transition of user requirements to final design. Performs and supports system programming, maintenance, trouble-shooting and technical resolution, and user support actions.	Supports fulfillment of: Cost Mgt. Work Standards Schedule Mgt Supervision Policy Mgt		
Education/Experience Equivalence					
Education:	PhD	MA/MS	BA/BS	High School	Other
Yrs Expr.	0	1	3	7	NA

Commercial Job Title:	Network/Systems Engineer 3
<p>Functional Responsibility: Elicits operational requirements from the user community and establishes network/system requirements using industry-standard system development methodologies Formulates and enforces standards, directs and supervises staff and personnel, preparing or approving work schedules, reviewing work, resolving discrepancies, and communicating policies, and goals to subordinates. Leads or performs work to transform system requirements and architecture to a complete design, including but not limited to systems integration, engineering change/configuration management, and test and evaluation. Has solid knowledge and experience with complex systems. Provides technical direction and guidance to less experienced engineers, analysts and technicians as they work on detailed designs, development, building and testing. Assures consistency of overall effort.</p> <p>Experience/Education: Bachelor’s degree and five years experience. Relevant experience may be substituted for degree requirement based on depth, breadth and relationship to subject matter.</p>	

Level	Mgt. Strata	Responsibility	Functional Roles		
3 or equiv.	Lead to other IT engineers	Leads/performs network/system engineering, design, architecture, security and technical and budget planning for delivery of state of the art technology and systems. Leads development and implementation of life cycle approach to guide transition of user requirements to final design. Leads system programming, maintenance, trouble-shooting and technical resolution, and user support actions.	Leads/carries out fulfillment of: Cost Mgt. Work Standards Schedule Mgt. Supervision Policy Mgt.		
Education/Experience Equivalence					
Education:	PhD	MA/MS	BA/BS	High School	Other
Yrs Expr.	1	3	5	8	NA

Commercial Job Title:	Network/Systems Engineer 4
<p>Functional Responsibility: Supervises and guides network/system engineering efforts. Elicits operational requirements from the user community and establishes system engineering requirements, system design and life cycle cost models using industry-standard system development methodologies. Formulates and enforces standards, directs and supervises staff and personnel, preparing or approving work schedules, reviewing work, resolving discrepancies, and communicating policies, and goals to subordinates. Assigns, oversees or carries out work to transform system requirements and architecture to a complete design, including but not limited to systems integration, engineering change/configuration management, programming and test and evaluation. Has solid knowledge and experience with complex systems. Provides technical direction and guidance to less experienced engineers, analysts and technicians as they work on detailed designs, development, building and testing. Assures consistency of overall effort.</p> <p>Experience/Education: Bachelor’s degree and five years experience. Relevant experience may be substituted for degree requirement based on depth, breadth and relationship to subject matter.</p>	

Level	Mgt. Strata	Responsibility	Functional Roles		
4 or equiv.	Mid level interaction support PM and customer efforts	Oversight of network/system engineering, design, architecture, security and technical and budget planning for delivery of state of the art technology and systems. Oversees development of life cycle approach to guide transition of user requirements to final design. Leadership of system programming, maintenance, trouble-shooting and technical resolution, and user support actions.	Mid leadership in: Cost Mgt. Work Standards Schedule Mgt. Supervision Policy Mgt.		
Education/Experience Equivalence					
Education:	PhD	MA/MS	BA/BS	High School	Other
Yrs Expr.	1	3	5	8	NA

Commercial Job Title:	Network/Systems Engineer 5
<p>Functional Responsibility: Serves as Network/Senior Systems Engineer for programs and projects. Supervises system engineering personnel. Elicits operational requirements from the user community and establishes system requirements using industry-standard system development methodologies. Formulates and enforces standards, directs and supervises staff and personnel, preparing or approving work schedules, reviewing work, resolving discrepancies, and communicating policies, and goals to subordinates. Assigns, oversees effort to transform system requirements and architecture to a complete design, including but not limited to systems architecture, design, integration, engineering change/configuration management, and test and evaluation. Has extensive knowledge and experience with complex systems. Provides technical leadership and guidance to systems engineers, engineers, analysts and technicians on detailed designs, development, building and testing. Assures consistency of overall effort.</p> <p>Experience/Education: Bachelor’s degree and six years experience. Relevant experience may be substituted for degree requirement based on depth, breadth and relationship to subject matter.</p>	

Level	Mgt. Strata	Responsibility	Functional Roles		
5 or equiv.	High interaction with PM and customer	High level leadership of network/system, design engineering, architecture, security, technical and budget planning for delivery of state of the art technology and systems. Oversees development of life cycle approach to guide transition of user requirements to final design. Highest level leadership of system programming, maintenance, troubleshooting and technical resolution, and user support actions.	High level leadership in: Cost Mgt. Work Standards Schedule Mgt. Supervision Policy Mgt.		
Education/Experience Equivalence					
Education:	PhD	MA/MS	BA/BS	High School	Other
Yrs Expr.	2	4	6	8	NA

Commercial Job Title:	Network/Systems Engineer 6
<p>Functional Responsibility: High level interaction. Supervises. Network/Systems Engineer team for programs and projects. Supervises system engineering personnel. Elicits operational requirements from the user community and establishes system requirements using industry-standard system development methodologies. Formulates and enforces standards, directs and supervises staff and personnel, preparing or approving work schedules, reviewing work, resolving discrepancies, and communicating policies, and goals to subordinates. Assigns, oversees effort to transform system requirements and architecture to a complete design, including but not limited to systems architecture, design, integration, engineering change/configuration management, and test and evaluation. Has extensive knowledge and experience with complex systems. Provides technical leadership and guidance to systems engineers, engineers, analysts and technicians on detailed designs, development, building and testing. Assures consistency of overall effort.</p> <p>Experience/Education: Bachelor’s degree and seven years experience. Relevant experience may be substituted for degree requirement based on depth, breadth and relationship to subject matter.</p>	

Level	Mgt. Strata	Responsibility	Functional Roles		
6 or equiv.	Very senior interaction with PM and customer	Highest level leadership of network/system, design engineering, architecture, security, technical and budget planning for delivery of state of the art technology and systems. Oversees development of life cycle approach to guide transition of user requirements to final design. Highest level leadership of system programming, maintenance, troubleshooting and technical resolution, and user support actions.	Very Senior level leadership in: Cost Mgt. Work Standards Schedule Mgt. Supervision Policy Mgt.		
Education/Experience Equivalence					
Education:	PhD	MA/MS	BA/BS	High School	Other
Yrs Expr.	3	5	7	9	NA

Commercial Job Title:	Network/Systems Engineer 7
<p>Functional Responsibility: Highest level enterprise leadership interaction/supervises Senior Systems/Network Engineering team for programs and projects. Supervises system engineering personnel. Elicits operational requirements from the user community and establishes system requirements using industry-standard system development methodologies. Formulates and enforces standards, directs and supervises staff and personnel, preparing or approving work schedules, reviewing work, resolving discrepancies, and communicating policies, and goals to subordinates. Assigns, oversees effort to transform system requirements and architecture to a complete design, including but not limited to systems architecture, design, integration, engineering change/configuration management, and test and evaluation. Has extensive knowledge and experience with complex systems. Provides technical leadership and guidance to systems engineers, engineers, analysts and technicians on detailed designs, development, building and testing. Assures consistency of overall effort.</p> <p>Experience/Education: Bachelor’s degree and eight years experience. Relevant experience may be substituted for degree requirement based on depth, breadth and relationship to subject matter.</p>	

Level	Mgt. Strata	Responsibility	Functional Roles		
7 or equiv.	Highest level enterprise leadership interaction with PM and customer	Highest level leadership of network/system, design engineering, architecture, security, technical and budget planning for delivery of state of the art technology and systems. Oversees development of life cycle approach to guide transition of user requirements to final design. Highest level leadership of system programming, maintenance, troubleshooting and technical resolution, and user support actions.	Highest level leadership in: Cost Mgt. Work Standards Schedule Mgt. Supervision Policy Mgt.		
Education/Experience Equivalence					
Education:	PhD	MA/MS	BA/BS	High School	Other
Yrs Expr.	4	6	8	10	NA

Commercial Job Title:	Help Desk 1
<p>Functional Responsibility: Under the close supervision, the Help Desk Intern provides end-user support in routine and non-routine hardware and software problems by diagnosing problems, offering solutions and responding to inquiries in a timely manner. The Help Desk Intern will also assist in hardware set up and PC moves as well as software installation, including assessment of end-user needs.</p> <p>Experience/Education: No Degree & No Years of Experience required.</p>	

Level	Mgt. Strata	Responsibility	Functional Roles		
1 or equiv.	Intern Level	Respond to telephone calls and electronic support ticket requests for technical support. Identify, evaluate and prioritize customer problems and complaints. Troubleshoot and resolve problems using problem management practices and tools.	Supports fulfillment of: Troubleshooting Problem resolution Customer service		
Education/Experience Equivalence					
Education:	PhD	MA/MS	BA/BS	High School	Other
Yrs Expr.	0	0	0	0	NA

Commercial Job Title:	Help Desk 2
<p>Functional Responsibility: Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Documents, tracks and monitors the problem to ensure a timely resolution. Must provide professional and effective first level support to all business users and departments on the various networks and computer systems within the company.</p> <p>Experience/Education: High School diploma, but no previous experience in the field.</p>	

Level	Mgt. Strata	Responsibility	Functional Roles		
2 or equiv.	Entry level	Log all reported incidents, problems and service requests. Provide technically competent workarounds and/or solutions in a timely manner.	Supports fulfillment of: Troubleshooting Problem resolution Customer service		
Education/Experience Equivalence					
Education:	PhD	MA/MS	BA/BS	High School	Other
Yrs Expr.	0	0	0	0	NA

Commercial Job Title:	Help Desk 3
<p>Functional Responsibility: Perform installation, maintenance, troubleshooting, and repair for IT supported software and hardware. Resolve technical problems reported through the trouble ticket process either in person and over the phone</p> <p>Experience/Education: High School diploma with one year of experience. Relevant training or technical school certification in information technology may be substituted for experience.</p>	

Level	Mgt. Strata	Responsibility	Functional Roles		
3 or equiv.	Mid Level	Basic Networking and Connectivity troubleshooting. Documentation of support issues and resolution and solution guides.	Mid leadership in: Troubleshooting Problem resolution Customer service		
Education/Experience Equivalence					
Education:	PhD	MA/MS	BA/BS	High School	Other
Yrs Expr.	0	0	0	1	NA

Commercial Job Title:	Help Desk 4
<p>Functional Responsibility: Performs independently, as task lead and/or supports a team of personnel who troubleshoot IT issues. Implements policies and procedures regarding how problems are identified, received, documented, distributed, and corrected. Ensures maximum issue resolutions in minimum time.</p> <p>Experience/Education: High School diploma with three years experience or a Bachelor’s degree and one year of experience. Relevant training or technical school certification in information technology may be substituted for experience.</p>	

Level	Mgt. Strata	Responsibility	Functional Roles		
4 or equiv.	Senior/Lead Level	Coordinate and supervise incidents that are submitted to the Help Desk system to ensure that all incidents are resolved to the standards of the IT department and within a timely fashion. Assists with system programming, maintenance, trouble-shooting and technical resolution, and user support actions.	High level leadership in: Troubleshooting Problem resolution Customer service		
Education/Experience Equivalence					
Education:	PhD	MA/MS	BA/BS	High School	Other
Yrs Expr.	0	0	1	3	NA

Commercial Job Title:	Help Desk 5
<p>Functional Responsibility: Performs high level/complex work and/or supervises the day-to-day operations of the help desk. Identifies, researches, and resolves complex technical problems. Creates and manages escalation procedures and ensures service levels are maintained. Documents, tracks, and monitors problems to ensure resolution in a timely manner. Continuous process improvement and personnel development to maintain and/or improve quality and service levels.</p> <p>Experience/Education: High School diploma with five years experience or a Bachelor’s degree and two years of experience. Familiar with a variety of the field's concepts, practices, and procedures. Relevant training or technical school certification in information technology may be substituted for experience..</p>	

Level	Mgt. Strata	Responsibility	Functional Roles		
5 or equiv.	Supervisory/ Lead Level	Overall responsibility for day-to-day operations project Call Center Interacts with the client offices to coordinate responses, and provides trend analysis. Responsible for the preparation, review and submission of daily, weekly and monthly reports as required, and the monitoring of all types of help desk tickets.	Very Senior level leadership in: Troubleshooting Problem resolution Customer service		
Education/Experience Equivalence					
Education:	PhD	MA/MS	BA/BS	High School	Other
Yrs Expr.	0	0	2	5	NA

Other qualifying education equivalents may include combinations of years of experience/education toward degree, Associates degree or technical certification, specialized training and other qualifications. Intensity of experience in related projects at lower positions with demonstrated skills may also be deemed equivalent to years of experience. Such equivalents will be supported by the internal staff level or the equivalent if support is provided by a consultant or subcontractor. The TMS PM will provide resumes whenever equivalent qualifications are proposed.

2. MAXIMUM ORDER

The Maximum Order value for the following Special Item Numbers (SINs) is \$500,000:

- Special Item Number 132-51 - Information Technology (IT) Professional Services

3. MINIMUM ORDER

The minimum dollar value of orders to be issued is \$ 100.

4. GEOGRAPHIC COVERAGE (DELIVERY AREA)

The geographic scope of delivery will be worldwide.

5. POINTS OF PRODUCTION

Services will be delivered from Trusted Mission Solutions' headquarters location in McLean, Virginia, or from the customer-specified place of performance, to be determined upon award of a task order.

6. DISCOUNT FROM LIST PRICES OR STATEMENT OF NET PRICE

Prices shown are NET Prices; Basic Discounts have been deducted.

7. QUANTITY DISCOUNTS

None Offered. These will be negotiated at the Task Order level.

8. PROMPT PAYMENT TERMS

None.

9. GOVERNMENT PURCHASE CARDS

- a. Government purchase cards are accepted below the micro-purchase threshold.
- b. Government purchase cards are not accepted above the micro-purchase threshold.

10. FOREIGN ITEMS

None.

11. DELIVERY

- a. Time of Delivery: any reasonable period for services as negotiated.
- b. Expedited Delivery: none
- c. Overnight and 2-Day Delivery: none
- d. Urgent Requirements: none

12. F.O.B. POINT(S)

Destination.

13A. ORDERING ADDRESS(ES)

Trusted Mission Solutions Inc.
1749 Old Meadow Road, Suite 400
McLean, VA 22102
Phone: (703) 637-7301
Fax: (703) 637-7309
Website: www.trustedmission.com
POC: Grace Jhong
E-mail: grace.jhong@trustedmission.com

13B. ORDERING PROCEDURES

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

14. PAYMENT ADDRESS(ES)

Trusted Mission Solutions Inc.
1749 Old Meadow Road, Suite 400
McLean, VA 22102
ATTN: Accounts Payable

Phone 703.820.7970
Fax 703.820.7676

15. WARRANTY PROVISION
Standard Commercial Terms.

16. EXPORT PACKING CHARGES, IF APPLICABLE
None.

17. TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE (ANY THRESHOLDS ABOVE THE MICRO-PURCHASE LEVEL)
None.

18. TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR
None.

19. TERMS AND CONDITIONS OF INSTALLATION
None.

20. TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES
None.

20A. TERMS AND CONDITIONS FOR ANY OTHER SERVICES
None.

21. LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE)
None.

22. LIST OF PARTICIPATING DEALERS
None.

23. PREVENTIVE MAINTENANCE
None.

24A. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (E.G., RECYCLED CONTENT, ENERGY EFFICIENCY, AND/OR REDUCED POLLUTANTS)
None.

24B. SECTION 508 COMPLIANCE
Information is Available on Electronic and Information Technology (EIT) Supplies and Services. The EIT standards can be found at: www.Section508.gov/.

25. DATA UNIVERSAL NUMBER SYSTEM (DUNS) NUMBER
070865378

26. CENTRAL CONTRACTOR REGISTRATION (CCR) DATABASE
Trusted Mission Solutions is registered on SAM.gov.

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

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

1. SCOPE

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

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

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

3. ORDER

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

4. PERFORMANCE OF SERVICES

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
- d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established

Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

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

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

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

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

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

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

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

6. INSPECTION OF SERVICES

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

7. RESPONSIBILITIES OF THE CONTRACTOR

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

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

9. INDEPENDENT CONTRACTOR

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

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

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

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

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

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

11. INVOICES

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

12. PAYMENTS

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

(a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.

(b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—

- (1) The offeror;
- (2) Subcontractors; and/or
- (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13. RESUMES

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

14. INCIDENTAL SUPPORT COSTS

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

15. APPROVAL OF SUBCONTRACTS

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

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

PREAMBLE

Trusted Mission Solutions 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 Grace Jhong, phone number 703/637-7301, e-mail address grace.jhong@trustedmission.com and fax number 703/637-7309.

Trusted Mission Solutions, Inc.
1749 Old Meadow Road, Suite 400
McLean, VA 22102
(703) 637-7300
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I-FSS-40 CONTRACTOR TEAM ARRANGEMENTS (JUL 2003)

Contractors participating in contractor team arrangements must abide by all terms and conditions of their respective contracts. This includes compliance with contract clause 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.

I-FSS-646 BLANKET PURCHASE AGREEMENTS (MAY 2000)

Blanket Purchase Agreements (BPA's) can reduce costs and save time because individual orders and invoices are not required for each procurement but can instead be documented on a consolidated basis. The Contractor agrees to enter into BPA's with ordering activities provided that:

- (a) The period of time covered by such agreements shall not exceed the period of the contract including option year period(s);
- (b) Orders placed under such agreements shall be issued in accordance with all applicable regulations and the terms and conditions of the contract; and
- (c) BPAs may be established to obtain the maximum discount (lowest net price) available in those schedule contracts containing volume or quantity discount arrangements.

BPA NUMBER _____

(CUSTOMER NAME)

BLANKET PURCHASE AGREEMENT

Pursuant to GSA Federal Supply Schedule Contract Number(s) **GS-35F-0807M**, Blanket Purchase Agreements, the Contractor agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH (ordering activity):

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

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

(2) Delivery:

DESTINATION	DELIVERY SCHEDULES / DATES
_____	_____
_____	_____
_____	_____

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

(4) This BPA does not obligate any funds.

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

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

OFFICE	POINT OF CONTACT
_____	_____
_____	_____
_____	_____

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

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

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

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

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