



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

Contract Number: GS-35F-0864N
Period Covered by Contract: August 27, 2013 through August 26, 2018
Contract Administrator: Bruce Arvand

**International Business Sales & Services Corporation
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Silver Spring, Maryland 20910
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Woman-Owned Small Business Concern

Effective through Mod PO-0023, Dated February 23, 2016

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 for GSA Advantage! is:
<http://GSAAdvantage.gov>

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Information for Ordering Activities

General Terms and Conditions:

1a. **Awarded Special Item Numbers (SIN):**

132-32  Term Software License - SUBJECT TO COOPERATIVE PURCHASING - Includes operating system software, application software, EDI translation and mapping software, enabled E-Mail message based products, Internet software, database management programs, and other software. Software maintenance as a product includes the publishing of bug/defect fixes via patches and updates/upgrades in function and technology to maintain the operability and usability of the software product. It may also include other no charge support that is included in the purchase price of the product in the commercial marketplace. No charge support includes items such as user blogs, discussion forums, on-line help libraries and FAQs (Frequently Asked Questions), hosted chat rooms, and limited telephone, email and/or web-based general technical support for users self diagnostics. Software maintenance as a product does NOT include the creation, design, implementation, integration, etc. of a software package. These examples are considered software maintenance as a service under SIN 132.34 Software Maintenance. Software Maintenance as a product is billed at the time of purchase.

132-33  Perpetual Software License - SUBJECT TO COOPERATIVE PURCHASING - Includes operating system software, application software, EDI translation and mapping software, enabled E-mail message based products, Internet software, database management programs, and other software. Software maintenance as a product includes the publishing of bug/defect fixes via patches and updates/upgrades in function and technology to maintain the operability and usability of the software product. It may also include other no charge support that is included in the purchase price of the product in the commercial marketplace. No charge support includes items such as user blogs, discussion forums, on-line help libraries and FAQs (Frequently Asked Questions), hosted chat rooms, and limited telephone, email and/or web-based general technical support for users self diagnostics. Subsin categories include: Ancillary Financial Systems Software, Application Software, Communications Software, Core Financial Management Software, Electronic Commerce (EC) Software, Large Scale Computers, Microcomputers, Operating System Software, Special Physical, Visual, Speech, and Hearing Aid Software. Provide specific information and Utility Software. Software maintenance as a product does NOT include the creation, design, implementation, integration, etc. of a software package. These examples are considered software maintenance as a service under SIN 132.34 Software Maintenance as a Service. Software Maintenance as a product is billed at the time of purchase.

132-51  Information Technology Professional Services - SUBJECT TO COOPERATIVE PURCHASING - Includes resources and facilities management, database planning and design, systems analysis and design, network services, programming, conversion and implementation support, network services project management, data/records management, and other services relevant to 29CFR541.400..

1b. **Lowest Priced Model Number and Price:**

<u>Part Number</u>	<u>Price</u>
OPENIDM-PASSW-ENT-EXT	\$0.09
OPENIDM-PASSW-PERP-EXT	\$0.27

1c. Refer to Page 13 for Contractor's hourly labor rates and description of all corresponding job titles, experience, functional responsibility and education.

2. Maximum Order: SIN 132-32, 132-33 and 132-51: \$500,000.00 per SIN/per order

If the "Best Value" selection places your order over this Maximum Order, you have an opportunity to obtain a better schedule contract price. Before placing your order, contact the aforementioned contractor for a better price. The contractor may (1) offer a new price for this requirement (2) offer the lowest price available under this contract or (3) decline the order. A delivery order that exceeds the maximum order may be placed under the Schedule contract in accordance with FAR 8.404.

3. Minimum Order: \$100.00

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

5. Points of Production: Silver Spring, MD

6. Basic Discount: Prices shown herein are GSA Net (discount deducted)

7. Quantity/Volume Discount(s): None

8. Prompt Payment Terms: Net 30 Days

9a. Government Purchase Cards: Government Purchase Cards are accepted at or below the Micro-purchase threshold (\$3,000).

9b. Government Purchase Cards: Government purchase cards are not accepted above the micro-purchase threshold.

10. Foreign Items: None

11a. Time of Delivery: SIN 132-32 and 132-33: 30 Days ARO
SIN 132-51: As Negotiated between Contractor and Ordering Agency

11b. Expedited Delivery: Contact contractor for availability.

11c. Overnight and 2-Day Delivery: Contact contractor for availability.

11d. Urgent Requirements: Contact contractor for availability.

12. FOB Point: Destination

13. Ordering Address: International Business Sales & Services Corporation
1110 Bonifant Street, Suite 501
Silver Spring, Maryland 20910

13b. Ordering Procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's), and a sample BPA can be found at the GSA/FSS Schedule homepage (fss.gsa.gov/schedules).

14. Payment Address: International Business Sales & Services Corporation
1110 Bonifant Street, Suite 501
Silver Spring, Maryland 20910

15.	Warranty Provision:	Standard Commercial Warranty. Please Contact Contractor
16.	Export Packing Charges:	Not Applicable
17.	Terms and Conditions of Government Purchase Card Acceptance:	No Special Terms
18.	Terms and Conditions Applicable to Rental, Maintenance and Repair:	Not Applicable
19.	Terms and Conditions Applicable to Installation:	Not Applicable
20.	Terms and Conditions Applicable to Repair Parts:	Not Applicable
20a.	Terms and Conditions Applicable to any other Services:	Not Applicable
21.	List of Service and Distribution Points:	Not Applicable
22.	List of Participating Dealers:	Not Applicable
23.	Preventative Maintenance:	Not Applicable
24a.	Environmental Attributes, e.g., recycled, content, energy efficiency, and/or reduced Pollutants:	Not Applicable
24b.	Section 508 Compliance Information:	Not Applicable
25.	DUNs Number:	92-617-7262
26.	SAM Database:	Registered

TERMS AND CONDITIONS APPLICABLE TO TERM SOFTWARE LICENSES (SPECIAL ITEM NUMBER 132-32) AND PERPETUAL SOFTWARE LICENSES (SPECIAL ITEM NUMBER 132-33) OF GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY SOFTWARE

1. INSPECTION/ACCEPTANCE

The Contractor shall only tender for acceptance those items that conform to the requirements of this contract. The ordering activity reserves the right to inspect or test any software that has been tendered for acceptance. The ordering activity may require repair or replacement of nonconforming software at no increase in contract price. The ordering activity must exercise its postacceptance rights (1) within a reasonable time after the defect was discovered or should have been discovered; and (2) before any substantial change occurs in the condition of the software, unless the change is due to the defect in the software.

2. ENTERPRISE USER LICENSE AGREEMENTS REQUIREMENTS (EULA)

The Contractor shall provide all Enterprise User License Agreements in an editable Microsoft Office (Word) format.

3. GUARANTEE/WARRANTY

- a. Unless specified otherwise in this contract, the Contractor's standard commercial guarantee/warranty as stated in the contract's commercial pricelist will apply to this contract.
- b. The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract. If no implied warranties are given, an express warranty of at least 60 days must be given in accordance with FAR 12.404(b)(2)
- c. Limitation of Liability. Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted items.

4. TECHNICAL SERVICES

The Contractor, without additional charge to the ordering activity, shall provide a hot line technical support number for the purpose of providing user assistance and guidance in the implementation of the software. The technical support number (800) 888-408-6692 is available from 9:00 A.M. to 5:00 P.M. eastern time

5. SOFTWARE MAINTENANCE

Software Maintenance as a Product (SIN 132-32 or SIN 132-33)

Software maintenance as a product includes the publishing of bug/defect fixes via patches and updates/upgrades in function and technology to maintain the operability and usability of the software product. It may also include other no charge support that is included in the purchase price of the product in the commercial marketplace. No charge support includes items such as user blogs, discussion forums, on-line help libraries and FAQs (Frequently Asked Questions), hosted chat rooms, and limited telephone, email and/or web-based general technical support for user's self diagnostics.

Software maintenance as a product does NOT include the creation, design, implementation, integration, etc. of a software package. These examples are considered software maintenance as a service.

Software Maintenance as a product is billed at the time of purchase.

6. PERIODS OF TERM LICENSES (SIN 132-32)

- a. The Contractor shall honor orders for periods for the duration of the contract period or a lesser period of time.
- b. Term licenses may be discontinued by the ordering activity on thirty (30) calendar days written notice to the Contractor.
- c. Annual Funding. When annually appropriated funds are cited on an order for term licenses, the period of the term licenses shall automatically expire on September 30 of the contract period, or at the end of the contract

period, whichever occurs first. Renewal of the term licenses orders citing the new appropriation shall be required, if the term licenses is to be continued during any remainder of the contract period.

d. Cross-Year Funding Within Contract Period. Where an ordering activity's specific appropriation authority provides for funds in excess of a 12 month (fiscal year) period, the ordering activity may place an order under this schedule contract for a period up to the expiration of the contract period, notwithstanding the intervening fiscal years.

e. Ordering activities should notify the Contractor in writing thirty (30) calendar days prior to the expiration of an order, if the term license is to be terminated at that time. Orders for the continuation of term licenses will be required if the term license is to be continued during the subsequent period.

7. CONVERSION FROM TERM LICENSE TO PERPETUAL LICENSE – DOES NOT APPLY

8. TERM LICENSE CESSATION – DOES NOT APPLY

9. UTILIZATION LIMITATIONS - (SIN 132-32 AND SIN 132-33)

a. Software acquisition is limited to commercial computer software defined in FAR Part 2.101.

b. When acquired by the ordering activity, commercial computer software and related documentation so legend shall be subject to the following:

(1) Title to and ownership of the software and documentation shall remain with the Contractor, unless otherwise specified.

(2) Software licenses are by site and by ordering activity. An ordering activity is defined as a cabinet level or independent ordering activity. The software may be used by any subdivision of the ordering activity (service, bureau, division, command, etc.) that has access to the site the software is placed at, even if the subdivision did not participate in the acquisition of the software. Further, the software may be used on a sharing basis where multiple agencies have joint projects that can be satisfied by the use of the software placed at one ordering activity's site. This would allow other agencies access to one ordering activity's database. For ordering activity public domain databases, user agencies and third parties may use the computer program to enter, retrieve, analyze and present data. The user ordering activity will take appropriate action by instruction, agreement, or otherwise, to protect the Contractor's proprietary property with any third parties that are permitted access to the computer programs and documentation in connection with the user ordering activity's permitted use of the computer programs and documentation. For purposes of this section, all such permitted third parties shall be deemed agents of the user ordering activity.

(3) Except as is provided in paragraph 8.b(2) above, the ordering activity shall not provide or otherwise make available the software or documentation, or any portion thereof, in any form, to any third party without the prior written approval of the Contractor. Third parties do not include prime Contractors, subcontractors and agents of the ordering activity who have the ordering activity's permission to use the licensed software and documentation at the facility, and who have agreed to use the licensed software and documentation only in accordance with these restrictions. This provision does not limit the right of the ordering activity to use software, documentation, or information therein, which the ordering activity may already have or obtains without restrictions.

(4) The ordering activity shall have the right to use the computer software and documentation with the computer for which it is acquired at any other facility to which that computer may be transferred, or in cases of Disaster Recovery, the ordering activity has the right to transfer the software to another site if the ordering activity site for which it is acquired is deemed to be unsafe for ordering activity personnel; to use the computer software and documentation with a backup computer when the primary computer is inoperative; to copy computer programs for safekeeping (archives) or backup purposes; to transfer a copy of the software to another site for purposes of benchmarking new hardware and/or software; and to modify the software and documentation or combine it with other software, provided that the unmodified portions shall remain subject to these restrictions.

(5) "Commercial Computer Software" may be marked with the Contractor's standard commercial restricted rights legend, but the schedule contract and schedule pricelist, including this clause, "Utilization Limitations" are the only governing terms and conditions, and shall take precedence and supersede any different or additional terms and conditions included in the standard commercial legend.

10. SOFTWARE CONVERSIONS - (SIN 132-32 AND SIN 132-33)

Full monetary credit will be allowed to the ordering activity when conversion from one version of the software to another is made as the result of a change in operating system, or from one computer system to another. Under a perpetual license (132-33), the purchase price of the new software shall be reduced by the amount that was paid to purchase the earlier version. Under a term license (132-32), conversion credits which accrued while the earlier version was under a term license shall carry forward and remain available as conversion credits which may be applied towards the perpetual license price of the new version.

11. DESCRIPTIONS AND EQUIPMENT COMPATIBILITY

The Contractor shall include, in the schedule pricelist, a complete description of each software product and a list of equipment on which the software can be used. Also, included shall be a brief, introductory explanation of the modules and documentation which are offered.

12. RIGHT-TO-COPY PRICING

The Contractor shall insert the discounted pricing for right-to-copy licenses.

**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.

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/IAM Professional Services.

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

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

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

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

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

b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such

restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

11. INVOICES

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

12. PAYMENTS

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

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

13. RESUMES

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

14. INCIDENTAL SUPPORT COSTS

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

15. APPROVAL OF SUBCONTRACTS

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

16. DESCRIPTION OF IT/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 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.

AUTHORIZED FSS PRICING FOR TERM SOFTWARE LICENSES (SPECIAL ITEM NUMBER 132-32) AND PERPETUAL SOFTWARE LICENSES (SPECIAL ITEM NUMBER 132-33)

SIN	Part Number	Description	GSA Net Price
Term (Annual) License Subscription			
132 32	OPENIDM-PASSW-ENT-EXT	Password Manager Enterprise External	\$0.09
132 32	OPENIDM-WFBP-ENT-EXT	Workflow and Business Process Enterprise External	\$0.36
132 32	OPENAM-AUTZMGR-ENT-EXT	Authorization Manager Enterprise External	\$0.45
132 32	OPENAM-GATEWAY-ENT-EXT	Identity Gateway Enterprise External	\$0.45
132 32	OPENIDM-CORE-ENT-EXT	Core OpenIDM Enterprise External	\$0.45
132 32	OPENDJ-CORE-ENT-EXT	Core Directory Service Enterprise External	\$0.45
132 32	OPENAM-AUTHMGR-ENT-EXT	Authentication Manager Enterprise External	\$0.90
132 32	OPENAM-ENTIMGR-ENT-EXT	Entitlements Manager Enterprise External	\$0.90
132 32	OPENAM-FEDMGR-ENT-EXT	Federation Manager Enterprise External	\$0.90
132 32	OPENIDM-ALL-EXT	OpenIDM Suite External	\$0.90
132 32	OPENIDM-PASSW-ENT-INT	Password Manager Enterprise Internal	\$0.90
132 32	OPENDJ-CORE-ENT-INT	Core Directory Service Enterprise Internal	\$1.81
132 32	OPENAM-AUTZMGR-ENT-INT	Authorization Manager Enterprise Internal	\$2.26
132 32	OPENAM-FEDMGR-ENT-INT	Federation Manager Enterprise Internal	\$2.26
132 32	OPENAM-GATEWAY-ENT-INT	Identity Gateway Enterprise Internal	\$2.26
132 32	OPENAM-ALL-EXT	OpenAM Suite External	\$3.62
132 32	OPENIDM-WFBP-ENT-INT	Workflow and Business Process Enterprise Internal	\$3.62
132 32	OPENAM-AUTHMGR-ENT-INT	Authentication Manager Enterprise Internal	\$4.52
132 32	OPENAM-ENTIMGR-ENT-INT	Entitlements Manager Enterprise Internal	\$4.52
132 32	OPENIDM-CORE-ENT-INT	Core OpenIDM Enterprise Internal	\$4.52
132 32	OPENIDM-ALL-INT	OpenIDM Suite Internal	\$9.04
132 32	OPENAM-ALL-INT	OpenAM Suite Internal	\$15.82
132 32	OPENIDM-CONNECTOR-RACF	RACF Advanced Connector	\$4,521.41
132 32	OPENIDM-CONNECTOR-SAP	SAP Advanced Connector	\$4,521.41
132 32	OPENIDM-CONNECTOR-TIVOLI	Tivoli Access Manager Advanced Connector	\$4,521.41
132 32	OPENDJ-BASE	OpenDJ Base	\$5,425.69
132 32	FEDLET-BASE	Fedlet	\$5,877.83
132 32	OPENAM-BASE	OpenAM Base	\$9,042.82
132 32	OPENIDM-BASE	OpenIDM Base	\$9,042.82
132 32	OPENIG-BASE	OpenIG Base	\$9,042.82
132 32	FEDCONNECT-BASE	FedConnect	\$15,824.94

Perpetual License Subscription			
SIN	Part Number	Description	GSA Net Price
132 33	OPENIDM-PASSW-PERP-EXT	Password Manager Enterprise External	\$0.27
132 33	OPENIDM-WFBP-PERP-EXT	Workflow and Business Process Enterprise External	\$1.09
132 33	OPENAM-AUTZMGR-PERP-EXT	Authorization Manager Enterprise External	\$1.36
132 33	OPENAM-GATEWAY-PERP-EXT	Identity Gateway Enterprise External	\$1.36
132 33	OPENIDM-CORE-PERP-EXT	Core OpenIDM Enterprise External	\$1.36
132 33	OPENDJ-CORE-PERP-EXT	Core Directory Service Enterprise External	\$1.36
132 33	OPENAM-AUTHMGR-PERP-EXT	Authentication Manager Enterprise External	\$2.71
132 33	OPENAM-ENTIMGR-PERP-EXT	Entitlements Manager Enterprise External	\$2.71
132 33	OPENAM-FEDMGR-PERP-EXT	Federation Manager Enterprise External	\$2.71
132 33	OPENIDM-ALL-PERP-EXT	OpenIDM Suite External	\$2.71
132 33	OPENIDM-PASSW-PERP-INT	Password Manager Enterprise Internal	\$2.71
132 33	OPENDJ-CORE-PERP-INT	Core Directory Service Enterprise Internal	\$5.43
132 33	OPENAM-AUTZMGR-PERP-INT	Authorization Manager Enterprise Internal	\$6.78
132 33	OPENAM-FEDMGR-PERP-INT	Federation Manager Enterprise Internal	\$6.78
132 33	OPENAM-GATEWAY-PEPP-INT	Identity Gateway Enterprise Internal	\$6.78
132 33	OPENAM-ALL-PERP-EXT	OpenAM Suite External	\$10.85
132 33	OPENIDM-WFBP-PERP-INT	Workflow and Business Process Enterprise Internal	\$10.85
132 33	OPENAM-AUTHMGR-PERP-INT	Authentication Manager Enterprise Internal	\$13.56
132 33	OPENAM-ENTIMGR-PERP-INT	Entitlements Manager Enterprise Internal	\$13.56
132 33	OPENIDM-CORE-PERP-INT	Core OpenIDM Enterprise Internal	\$13.56
132 33	OPENIDM-ALL-PERP-INT	OpenIDM Suite Internal	\$27.13
132 33	OPENAM-ALL-PERP-INT	OpenAM Suite Internal	\$47.47
132 33	OPENIDM-CONNECTOR-RACF-PERP	RACF Advanced Connector	\$13,564.23
132 33	OPENIDM-CONNECTOR-SAP-PERP	SAP Advanced Connector	\$13,564.23
132 33	OPENIDM-CONNECTOR-TIVOLI-PERP	Tivoli Access Manager Advanced Connector	\$13,564.23
132 33	OPENDJ-PERP-BASE	OpenDJ Base	\$16,277.08
132 33	FEDLET-BASE	Fedlet	\$17,633.50
132 33	OPENAM-PERP-BASE	OpenAM Base	\$27,128.46
132 33	OPENIDM-PERP-BASE	OpenIDM Base	\$27,128.46
132 33	OPENIG-PERP-BASE	OpenIG Base	\$27,128.46

**AUTHORIZED FSS PRICING FOR INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES
(SPECIAL ITEM NUMBER 132-51)**

Labor Category	Minimum / General Experience	Functional Responsibility (Job Description)	GSA Labor Rates
Administrative Assistant	Four years of relevant, progressively responsible administrative support experience.	Provides general-purpose administrative/clerical support for managers, programs and/or project tasks. Duties may include, but are not limited to: word processing, graphics, desktop publishing, writing/editing, meeting coordination/facilitation, answering telephones, photocopying, coordination of communications materials and additional tasks. Maintain relevant task and data files. Duties may also include: research, presentation development, spreadsheet development, data entry, budget support, and/or meeting minute-taking. Intermediate to advanced experience with general office software programs and standard office equipment required.	\$49.27
Application developer I	2 years of experience performing routine design, coding and documentation of application programs for computers and related equipment used for scientific or commercial projects.	Under general supervision, assists in research and fact-finding to participate in development or modification of information systems. Assists in preparing detailed specifications from which programs will be written. Designs, codes, tests, and debugs documents, as well as maintaining those programs.	\$100.32
Application developer II	6 years of experience performing intermediate to advanced design, coding and documentation of application programs for computers and related equipment used for scientific or commercial projects.	Conducts research, organizational/stakeholder interviews, and fact-finding tasks to develop or modify information systems. Participates in preparing detailed specifications from which programs will be written. Designs, codes, tests, and debugs documents, as well as maintaining those programs.	\$119.55
Application developer III	10 years of experience performing advanced design, coding and documentation of application programs for computers and related equipment used for scientific or commercial projects.	Conducts and/or directs/supervises research, organizational/stakeholder interviews, and fact-finding tasks to develop or modify information systems. Prepares detailed specifications from which programs will be written. Designs, codes, tests, and debugs documents, as well as maintaining those programs. Participates in choosing development method.	\$143.99
Associate Program Manager	Nine years of combined experience in project and/or program management from inception to deployment, experience in the management and control of funds and resources using complex reporting mechanisms, demonstrated capability in managing multi-task contracts and or subcontracts of various types and complexity.	Supports Program Manager or Senior program Manager to serve as the associate program manager for a large, complex program responsible for the overall management of the specific program and insuring that the technical solutions and resources, and schedules in the program are implemented in a timely manner. May perform or assist with enterprise-wide horizontal integration planning and interfaces to other functional systems.	\$159.88
Consultant	Ten years of progressively more difficult and/or specialized experience in developing, examining, evaluating, and implementing policy and/or standards for large organizations.	Provide consulting to agency heads, directors, and senior managers on quality improvement. Design, organize, lead, and conduct executive level-workshops, benchmarking, and surveys. Facilitate process improvement efforts. Give lectures, speeches or write articles.	\$138.42

Labor Category	Minimum / General Experience	Functional Responsibility (Job Description)	GSA Labor Rates
Documentation Specialist	Five years experience in writing, designing, editing, and preparing business or technical documentation.	Responsible for documentation design, development, and preparation throughout the production cycle that can include: technical writing/editing, editorial consultation, copy design/editing, proofreading, or overall documentation review. Works with management, technical personnel, authors, and subject matter experts to define documentation content, guidelines, specifications, and development schedules. Adheres to required configuration management or quality assurance standards. Analyzes the data and user requirements to ensure that documentation is clear, concise, and valid. Performs substantive editing that ensures document organization and quality.	\$46.67
Engineer III	Eight years of experience in independently assessing highly complex problems and investigating, developing, appraising, selecting, and presenting solutions to them. Must have interdisciplinary knowledge of two or more of the following areas: economics, engineering, physical sciences, computer science, life-cycle analyses, and human behavior. Must be sufficiently well versed in his/her discipline and in the business environment as to feel comfortable working with personnel at the highest levels of an organization's management.	Exercises independent judgment in the performance of all duties. Provides solutions to highly unusual and extremely difficult technical, administrative, and management problems requiring a high level of analytical ability. Consults extensively with customer representatives and employees. Directs the activities of large groups of lower-level personnel.	\$92.31
Engineer IV	Fifteen years of experience in independently assessing highly complex problems and in investigating, developing, appraising, selecting, and presenting solutions to them. Must have interdisciplinary knowledge of two or more of the following areas: economics, engineering, physical sciences, computer science, life-cycle analyses, and human behavior. Must be sufficiently well versed in his/her discipline and in the business environment as to feel comfortable working with personnel at the highest levels of an organization's management.	Exercises independent judgment in the performance of all duties. Provides solutions to highly unusual and extremely difficult technical, administrative, and management problems requiring a high level of analytical ability. Consults extensively with customer representatives and employees. Directs the activities of large groups of lower-level personnel.	\$96.07
Engineer V	Twenty years of experience in independently assessing highly complex problems and in investigating, developing, appraising, selecting, and presenting solutions to them. Must have interdisciplinary knowledge of two or more of the following areas: economics, engineering, physical sciences, computer science, life-cycle analyses, and human behavior. Must be a subject matter expert in his/her discipline and in the business environment as to feel comfortable working with personnel at the highest levels of an organization's management.	Exercises independent judgment in the performance of all duties. Provides solutions to highly unusual and extremely difficult technical, administrative, and management problems requiring a high level of analytical ability. Consults extensively with customer representatives and employees. Directs the activities of large groups of lower-level personnel.	\$123.97

Labor Category	Minimum / General Experience	Functional Responsibility (Job Description)	GSA Labor Rates
Graphic Design Specialist	Two years computer graphics experience	Designs and produces computer graphic images in coordination with users. Sets up and operates computer graphics systems. Troubleshoots equipment problems and performs minor preventive maintenance. Coordinates graphic production scheduling and support from outside vendors. Ensures that graphic projects are completed on time, within budget, and to user's satisfaction.	\$42.61
Help Desk Technician	Two years of technical information technology experience.	Provide senior level support in the definition and resolution of all equipment and data communications network problems to ensure service continuity to all users. Provide support in evaluating and resolving network and front-end processor problems. Operating, monitoring, and troubleshooting the network using hardware and software diagnostic tools.	\$49.31
Intermediate Consultant	Seven years of progressively more difficult experience in developing, examining, evaluating, and implementing policy and/or standards for large organizations.	Provide consulting to agency heads, directors, and senior managers on quality improvement. Design, organize, lead, and conduct executive level-workshops, benchmarking, and surveys. Facilitate process improvement efforts. Give lectures, speeches or write articles.	\$121.08
Junior Administrative Assistant	Two years of administrative experience.	Provides general-purpose administrative/clerical support for managers, programs and/or project tasks. Duties may include, but are not limited to: word processing, answering telephones, photocopying, coordination of communications materials and additional tasks. Maintain relevant task and data files. Duties may also include: data entry and/or meeting minute-taking. Basic to intermediate experience with general office software programs and standard office equipment required.	\$38.42
Junior Consultant	Five years of progressively more difficult experience in developing, examining, evaluating and implementing policy and/or standards for large organizations.	Provide consulting to agency heads, directors and senior managers on quality improvement. Design, organize, lead and conduct executive level-workshops, benchmarking and surveys. Facilitate process improvement efforts. Give lectures, speeches or write articles.	\$101.76
Junior Help Desk Technician	One year of technical information technology experience.	Provide junior level support in the definition and resolution of all equipment and data communications network problems to ensure service continuity to all users. Provide support in evaluating and resolving network and front-end processor problems. Operating, monitoring and troubleshooting the network using hardware and software diagnostic tools.	\$41.37
Junior Network Administrator	Three years experience in support of telecommunications systems or networks.	Assist in controlling Local and Wide Area Network (LAN/WAN) environment by establishing and enforcing standards and procedures. Assist in analyzing LAN/WAN applications/functional requirements and designs effective data base solutions. Assist in monitoring network security. Interfaces with customers.	\$49.82

Labor Category	Minimum / General Experience	Functional Responsibility (Job Description)	GSA Labor Rates
Junior Network Analyst	Four years of general experience in a wide area network UNIX environment.	Oversees and leads efforts to perform network performance analysis on a wide area network utilizing various monitoring tools. Will be responsible for troubleshooting second and third level complex communications problems with the vendor to increase network availability to the end user. Will also review tickets, and follow up with the vendor on the resolution of network faults. Be responsible for creating reports for measuring network utilization, performing traffic analysis, monitoring response times and performing capacity and trend analysis. Will also be responsible for the administration of a mini computer and workstation which monitors and collects data for a packet switched network.	\$58.66
Junior Network Engineer	Five years experience in support of telecommunications systems or networks.	Assist in designing multi-protocol networks using routers and large bridged networks and creating and maintaining network documentation. Assisting user groups with network and communications issues. Assist in troubleshooting IP configuration problems through understanding of router techniques and examine router traffic. Assisting in generating and installing operating systems and activating workstation.	\$52.24
Junior Project Manger	Five years experience in project development from inception to deployment, expertise in the management and control of funds and resources using complex reporting mechanisms, demonstrated capability in managing multi-task contracts and or subcontracts of various types and complexity. General experience includes increasing responsibilities in information systems design and or management.	Serves as the project manager for a large, complex task order (or a group of task orders affecting the same common/standard/migration system) and shall assist the Program Manager in working with the ordering activity Contracting Officer, the contract-level Contracting Officer's Representative, the task order-level, government management personnel and customer agency representatives. Under the guidance of the Program Manager, responsible for the overall management of the specific task order(s) and insuring that the technical solutions and schedules in the task order are implemented in a timely manner. Performs enterprise wide horizontal integration planning and interfaces to other functional systems.	\$98.28
Junior Systems Analyst	Three years of technical information technology experience, including four years of data security experience.	Defines system requirements and priorities with customer and ensures that day-to-day project requirements are met. Develops system and programming specifications. Designs data processing solutions based on business needs and technical considerations. Researches and resolves application production problems. Conducts complex documentation and user requirement/needs analysis. Studies customer environment by analyzing job tasks, organizational structure and user requirements to propose system-wide solution.	\$66.97

Labor Category	Minimum / General Experience	Functional Responsibility (Job Description)	GSA Labor Rates
Network Administrator	Eight years experience in support of telecommunications systems or networks.	Provides expert technical support and/or leadership for difficult assignment in the planning, analysis, design, testing, and troubleshooting of networks or operations systems. Performance and/or leads systems planning, information planning, and analysis in support of telecommunications support functions, including trouble ticket management, service order entry, and/or configuration management. Tests processes and data models in support of the planning and analysis efforts using both manual and automated tools. Evaluates system problems or workflow, organization, and planning. Supervises that appropriate corrective action is taken. Knowledgeable of applicable telecommunications engineering techniques and the use of automated support tools. Performs all work in accordance with established standards. May supervise or manage tasks/projects.	\$59.77
Network Analyst	Five years experience in support of telecommunications systems or networks. Six years of general experience in a wide area network UNIX environment. Four years of general experience in a wide area network UNIX environment.	Works independently or only under general direction, and shall perform network performance analysis on a wide area network utilizing various monitoring tools. Will be responsible for troubleshooting second and third level communications problems with the vendor to increase network availability to the end user. Will also review tickets, and follow up with the vendor on the resolution of network faults. Be responsible for creating reports for measuring network utilization, performing traffic analysis, monitoring response times, and performing capacity and trend analysis. Will also be responsible for the administration of a mini computer and workstation which monitors and collects data for a packet switched network.	\$65.84
Network Engineer	Seven years experience in support of telecommunications systems or networks.	Designing multi-protocol networks using routers and large bridged networks and creating and maintaining network documentation. Assisting user groups with network and communications issues. Defining of routed networks addressing schemes, designing network links for mainframe access, building and configuring the Internet with IP routers, and segmenting networks bridges. Troubleshooting IP configuration problems through understanding of router techniques and examine router traffic. Generating and installing operating systems and activating workstation.	\$57.48
Program Manager	Twelve years experience in program management from inception to deployment, expertise in the management and control of funds and resources using complex reporting mechanisms, demonstrated capability in managing multi-task contracts and or subcontracts of various types and complexity.	Serves as the program manager for a large, complex program responsible for the overall management of the specific program and insuring that the technical solutions and resources, and schedules in the program are implemented in a timely manner. Performs enterprise wide horizontal integration planning and interfaces to other functional systems.	\$172.43

Labor Category	Minimum / General Experience	Functional Responsibility (Job Description)	GSA Labor Rates
Programmer Analyst I	Five years of experience performing routine design, coding, and documentation of application programs for computers and related equipment used for scientific or commercial projects.	Under close supervision, performs routine technical tasks using standard programming methods and techniques. Develops simple, coding level flow charts and associated prose from general program statement, and code-assigned segments of a program using machine and/or other program languages. Assists in developing test routines and data. Tests all codes personally produced, and assists in the testing of the total program, documenting, in standardized terminology, all procedures used. Provides theoretical analysis, where required, to assist in solving problems efficiently.	\$52.24
Programmer Analyst II	Five years of experience performing routine design, coding, and documentation of application programs for computers and related equipment used for scientific or commercial projects.	Under close supervision, performs routine technical tasks using standard programming methods and techniques. Develops simple, coding level flow charts and associated prose from general program statement, and code-assigned segments of a program using machine and/or other program languages. Assists in developing test routines and data. Tests all codes personally produced, and assists in the testing of the total program, documenting, in standardized terminology, all procedures used. Provides theoretical analysis, where required, to assist in solving problems efficiently.	\$55.35
Programmer Analyst III	Eight years of experience performing routine design, coding, and documentation of application programs for computers and related equipment used for scientific or commercial projects.	Under minimum supervision, analyzes, designs, codes, and documents complex applications for large-scale computers and related equipment appropriate to scientific and commercial projects. Performs technical tasks using both standard and nonstandard analysis, design, and programming methods and techniques. Determines customer requirements for the final program or system. Analyzes problems in terms of such factors as user requirements, input data and form, output data and form, available computer configuration, processing turnaround requirements, input and output checking, and overall problem-schedule requirements. Advises on computer requirements and limitations to help define automation needs. May provide advice on system design configurations, procedural and technical aspects of automated records, hardware acquisition, and maintenance. Develops and writes machine or other suitable source language instructions required for computer processing.	\$64.64

Labor Category	Minimum / General Experience	Functional Responsibility (Job Description)	GSA Labor Rates
Project Manager	Eight years experience in project development from inception to deployment, expertise in the management and control of funds and resources using complex reporting mechanisms, demonstrated capability in managing multi-task contracts and or subcontracts of various types and complexity. General experience includes increasing responsibilities in information systems design and or management.	Serves as the project manager for a large, complex task order (or a group of task orders affecting the same common/standard/migration system) and shall assist the Program Manager in working with the ordering activity Contracting Officer, the contract-level Contracting Officer's Representative, the task order-level, government management personnel and customer agency representatives. Under the guidance of the Program Manager, responsible for the overall management of the specific task order(s) and insuring that the technical solutions and schedules in the task order are implemented in a timely manner. Performs enterprise wide horizontal integration planning and interfaces to other functional systems.	\$120.74
Security Analyst I	Four years of technical information technology experience, including two years of data security experience.	Under general direction, performs all procedures necessary to ensure the safety of information systems assets and to protect systems from intentional or inadvertent access or destruction. May be involved with databases, networks, stand-alone microcomputers, mainframes, or minicomputers. Interfaces with the user community to understand their security needs and implements procedures to provide support. Ensures that the end user community understands and adheres to necessary procedures to maintain security.	\$87.84
Security Analyst II	Seven years of technical information technology experience, including four years of data security experience.	Performs all procedures necessary to design, implement, and ensure the safety of information systems assets and to protect systems from intention or inadvertent access or destruction. Understands other technologies such as databases, telecommunications, personal computers, client/servers, mainframes and mini-computers. Has direct interface with the user community to perform requirements analysis. Ensures work of junior analyst is performed accordingly. Conducts evaluation of the level of security provided and may conduct required security audits and certifications.	\$110.71
Security Analyst III	Twelve years of technical information technology experience, including four years of data security experience.	Performs all procedures necessary to design, implement and ensure the safety of information systems assets and to protect systems from intention or inadvertent access or destruction. Understands other technologies such as databases, telecommunications, personal computers, client/servers, mainframes and mini-computers. Has direct interface with the user community to perform requirements analysis. Ensures work of junior analyst is performed accordingly. Conducts evaluation of the level of security provided and may conduct required security audits and certifications.	\$163.14

Labor Category	Minimum / General Experience	Functional Responsibility (Job Description)	GSA Labor Rates
Senior Administrative Assistant	Six years of relevant, progressively responsible administrative support experience.	Provides general-purpose administrative/clerical support for managers, programs and/or project tasks. Duties may include, but are not limited to: word processing, graphics, desktop publishing, writing/editing, meeting coordination/facilitation, answering telephones, photocopying, coordination of communications materials and additional tasks. Maintain relevant task and data files. Duties may also include: research, presentation development, spreadsheet development, data entry, budget support, and/or meeting minute-taking. Intermediate to advanced experience with general office software programs and standard office equipment required. Also includes the ability to supervise and coordinate the activities of subordinate clerical staff and to be fully effective as the senior administrative assistant person within their section or unit. May be responsible for training subordinate staff, advising management on various requirements of the section, and ensuring that administrative support skills keep up with current technology. Good communications and interpersonal skills are required. Validated tests are given to determine knowledge and skills. In addition, develops deliverables documentation working from rough drafts. Provides administrative support to project team. Tracks deliverable items to ensure timely delivery. Checks and reviews project time sheets for correctness. Checks all documentation for errors and completeness.	\$57.44
Senior Consultant	Three years extensive experience in large-scale system development and maintenance projects. Fifteen years of progressively more difficult experience in developing, examining, evaluating, and implementing policy and/or standards for large organizations	Provide consulting to directors and senior managers on quality improvement. Develop, lead, and conduct workshops, benchmarking, and surveys. Facilitate process. Improvement efforts. Manage a team of consultants and analysts. Generates documents. Develops policy, procedures, and standards for information technology that support business requirements. Evaluates current strategies and practices to create information technology standards and procedures that enhance competitiveness for the organization. Assesses new and emerging information technologies, changing organizational requirements, and cost impacts related to these technologies. Recommends and implements organizational practices related to information technology.	\$205.10

Labor Category	Minimum / General Experience	Functional Responsibility (Job Description)	GSA Labor Rates
Senior Document Specialist	Five years experience in writing, designing, editing and preparing business or technical documentation.	Responsible for documentation design, development, and preparation throughout the production cycle that can include: technical writing/editing, editorial consultation, copy design/editing, proofreading, or overall documentation review. Works with management, technical personnel, authors and subject matter experts to define documentation content, guidelines, specifications and development schedules. Adheres to required configuration management or quality assurance standards. Analyzes the data and user requirements to ensure that documentation is clear, concise and valid. Performs substantive editing that ensures document organization and quality.	\$56.25
Senior Help Desk Technician	Four years of technical information technology experience.	Oversee and lead efforts in the defining and resolving equipment and data communications network problems to ensure service continuity to all users. Provide support in evaluating and resolving network and front-end processor problems. Operating, monitoring, and troubleshooting the network using hardware and software diagnostic tools.	\$59.48
Senior Network Administrator	Ten years experience in support of telecommunications systems or networks.	Lead efforts in designing multi-protocol networks using routers and large bridged networks and creating and maintaining network documentation. Assisting user groups with network and communications issues. Defining of routed networks addressing schemes, designing network links for mainframe access, building and configuring the Internet with IP routers, and segmenting networks bridges. Troubleshooting IP configuration problems through understanding of router techniques and examine router traffic. Generating and installing operating systems and activating workstation.	\$68.12
Senior Network Analyst	Five years experience in support of telecommunications systems or networks. Six years of general experience in a wide area network UNIX environment.	Oversees and leads efforts to perform network performance analysis on a wide area network utilizing various monitoring tools. Will be responsible for troubleshooting second and third level complex communications problems with the vendor to increase network availability to the end user. Will also review tickets, and follow up with the vendor on the resolution of network faults. Be responsible for creating reports for measuring network utilization, performing traffic analysis, monitoring response times, and performing capacity and trend analysis. Will also be responsible for the administration of a mini computer and workstation which monitors and collects data for a packet switched network.	\$69.66

Labor Category	Minimum / General Experience	Functional Responsibility (Job Description)	GSA Labor Rates
Senior Network Engineer	Ten years experience in support of telecommunications systems or networks.	Lead efforts in designing multi-protocol networks using routers and large bridged networks and creating and maintaining network documentation. Assisting user groups with network and communications issues. Defining of routed networks addressing schemes, designing network links for mainframe access, building and configuring the Internet with IP routers, and segmenting networks bridges. Troubleshooting IP configuration problems through understanding of router techniques and examine router traffic. Generating and installing operating systems and activating workstation.	\$83.32
Senior Program Manager	Fifteen+ years experience in program management from inception to deployment, expertise in the management and control of funds and resources using complex reporting mechanisms, demonstrated capability in managing multi-task contracts and or subcontracts of various types and complexity. Subject matter expert well-versed in designing programs according to resources available/expected and budgetary considerations.	Serves as the program designer and/or manager for a large, complex program responsible for the overall management of the specific program and insuring that the technical solutions and resources, and schedules in the program are implemented in a timely manner. Performs enterprise wide horizontal integration planning and interfaces to other functional systems.	\$203.63
Senior Project Manager	Twelve years experience in project development from inception to deployment, expertise in the management and control of funds and resources using complex reporting mechanisms, demonstrated capability in managing multi-task contracts and or subcontracts of various types and complexity. General experience includes increasing responsibilities in information systems design and or management.	Serves as the project manager for a large, complex task order (or a group of task orders affecting the same common/standard/migration system) and shall assist the Program Manager in working with the ordering activity Contracting Officer, the contract-level Contracting Officer's Representative, the task order-level, government management personnel and customer agency representatives. Under the guidance of the Program Manager, responsible for the overall management of the specific task order(s) and insuring that the technical solutions and schedules in the task order are implemented in a timely manner. Performs enterprise wide horizontal integration planning and interfaces to other functional systems.	\$153.47
Senior Systems Analyst	Five years of technical information technology experience, including four years of data security experience.	Leads efforts to define system requirements and priorities with customer and ensures that day to day project requirements are met. Develops system and programming specifications. Designs data processing solutions based on business needs and technical considerations. Researches and resolves application production problems. Conducts documentation and user requirement/needs analysis. Studies customer environment by analyzing job tasks, organizational structure and user requirements to propose system-wide solution.	\$82.19

Labor Category	Minimum / General Experience	Functional Responsibility (Job Description)	GSA Labor Rates
Senior Training Specialist	Six years experience in IT training and curriculum development, of which at least four years must be specialized. Specialized experience includes: experience in developing and providing technical and end-user training on computer hardware and application software. Demonstrated ability to work independently or under only general direction.	Conducts the research necessary to develop and revise IT user specific training courses and prepares appropriate training catalogs. Develops all instructor materials (course outline, background material, and training aids). Develops user specific materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains end-users by conducting user-specific courses, and/or computer based/computer aided training. Provides daily supervision and directions to staff.	\$91.85
Systems Administrator I	Three years of experience maintaining and/or modifying routine facility hardware and/or software, as required, to ensure system availability and functionality. Must be familiar with the principles of ensuring systems backup is scheduled and accomplished for major systems in accordance with that schedule.	Under direct supervision, assists in the daily operational availability of the hardware and software systems required to support facility operations. Assists in overseeing scheduled testing and review of hardware and software to ensure potential problems are identified at the earliest point possible, aids in adjustments and/or repairs of hardware problems, ensures programming adjustments are implemented as the need is detected, recommends appropriate corrective action for routine problems, ensures documentation is prepared for all hardware and/or software adjustments and/or modifications, and assists in the preparation of reports and analysis of operations, as required.	\$46.06
Systems Administrator II	Six years of experience maintaining and/or modifying complex facility hardware and/or software, as required, to ensure system availability and functionality. Must be familiar with the principles of ensuring systems backup is scheduled and accomplished for major systems in accordance with that schedule.	Under minimum supervision, is responsible for directing the daily operational availability of the hardware and software systems required to support facility operations. Directs and oversees scheduled testing and review of hardware and software to ensure potential problems are identified at the earliest point possible, ensures adjustments and/or repairs of hardware problems are accomplished as the need is detected, and ensures programming adjustments are implemented as the need is detected. Recommends appropriate corrective action for complex problems and ensures documentation is prepared for all hardware and/or software adjustments and/or modifications. Directs the preparation of reports and analysis of operations, as required.	\$51.38
Systems Administrator III	Nine years of experience maintaining and/or modifying complex facility hardware and/or software, as required, to ensure system availability and functionality. Familiar with the principles of ensuring systems backups and systems availability scheduling.	Under limited supervision, directs the day-to-day operation of enterprise LAN, including hardware and software systems required to support facility operations. Directs and oversees scheduled testing and review of hardware and software to ensure potential problems are identified at the earliest point possible, ensuring adjustments and/or repairs of hardware are made, as the need is detected. Recommends appropriate corrective action for complex problems and ensures documentation is prepared for all hardware and/or software adjustment and/or modifications. Directs the preparation of reports and analysis of operations, as required.	\$55.85

Labor Category	Minimum / General Experience	Functional Responsibility (Job Description)	GSA Labor Rates
Systems Analyst	Three years of technical information technology experience, including four years of data security experience.	Defines system requirements and priorities with customer and ensures that day to day project requirements are met. Develops system and programming specifications. Designs data processing solutions based on business needs and technical considerations. Researches and resolves application production problems. Conducts complex documentation and user requirement/needs analysis. Studies customer environment by analyzing job tasks, organizational structure and user requirements to propose system-wide solution.	\$75.87
Training Specialist	Three years experience in providing IT training, of which at least two years must be specialized. Specialized experience includes: experience in developing and providing technical and end-user training on computer hardware and application software. General experience includes information systems development and training. Demonstrated ability to communicate orally and in writing.	Conducts the research necessary to develop and revise IT user-specific training courses. Develops and revises these courses and prepares appropriate training catalogs. Prepares instructor materials (course outline, background material, and training aids). Prepares user-specific materials course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains users by conducting user- specific courses.	\$80.89