Authorized Price List
MAS – Information Technology Professional Services

**SIN 54151S Information Technology Professional Services**
**Contract Number – GS-35F-097DA**

**Agil3 Technology Solutions, LLC**
3141 Fairview Park Dr., Suite 315
Falls Church, VA 22042
Telephone: - 703-310-4286
Agil3Tech Solutions website: [www.agil3tech.com](http://www.agil3tech.com)

SBA Certified 8(a) Firm
SBA-Certified Small Disadvantaged Business (SDB)
Small Business
Woman Owned Business
Women Owned Small Business (WOSB)
Service-Disabled, Veteran-Owned Small Business (SDVOSB)
Economically Disadvantaged Women Owned Small Business (EDWOSB)

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 of GSA Advantage! ® is: GSAAdvantage.gov.

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

1. Awarded SINs – 54151S IT Professional Services

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price
based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply.

54151S See Appendix A

1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate “Not applicable” for this item.

See Appendix B

2. Maximum Order – 54151S $500,000

3. Minimum Order - $100

4. Geographic Coverage – 48 Contiguous States

5. Point(s) of Production – United States of America

6. Discount from List Prices: Prices shown are NET prices; Basic Discounts have been deducted.

7. Quantity Discount – Additional 0.5% on single task orders over $250,000

8. Prompt payment terms – 0.5% 10 days, net 30 days
   Credit Card Discount terms – None

9a. Government Purchase cards accepted at or below micro purchase threshold – Yes

9b. Government Purchase cards accepted above micro purchase threshold – Yes

10. Foreign Items – None

11a. Time of delivery – Negotiated at the task order level

11b. Expedited delivery – Negotiated at the task order level

11c. Overnight and 2-day delivery - Negotiated at the task order level

11d. Urgent Requirements - Negotiated at the task order level

12. F.O.B. point(s) – Destination

13a. Ordering address(es) – 3141 Fairview Park Dr., Suite 315, Falls Church, VA 22042
13b. Ordering procedures – EDI Belinda Lowe, 3141 Fairview Park Dr., Suite 315, Falls Church, VA 22042
14. Payment address(es) – 3141 Fairview Park Dr., Suite 315, Falls Church, VA 22042

Warranty Provision – Standard Commercial Warranty

15. Export Packing Charges – None

16. Terms and conditions of Government purchase card acceptance – Accepted for above, at or below the micro purchase threshold.

17. Terms and conditions of rental, maintenance, and repair – None

18. Terms and conditions of installation – None

19. 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 – See Appendix C

20. List of service and distribution points – None

21. List of participating Dealers – None

22. Preventative maintenance – None

24a. Special attributes such as environmental attributes – None

24b. Section 508 – Not Applicable

23. Data Universal Number System (DUNS) number – 078681923

26. Notification regarding registration in System for Award Management (SAM) database - Active
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<th>Contract Year 8</th>
<th>Contract Year 9</th>
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Appendix B

Labor Category Descriptions

Agil3 Technology Solutions LLC offers the following Labor Category Descriptions to support the effort contemplated herein.

Agil3 Technology Solutions, LLC (Agil3Tech) offers only the personnel who meet or exceed the minimum qualification requirements stated in the Labor Category Descriptions provided herein. Agil3Tech does allow experience to substitute for education requirements. Experience / Education substitutions applicable to all labor categories. Agil3Tech’s criterion for minimum experience substitution by educational degree is as follows.

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<th>Associates:</th>
<th>An Associate’s degree may be substituted for one (1) year of experience when the minimum qualifications do not require a bachelor’s degree.</th>
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<td>Undergraduate:</td>
<td>An undergraduate degree may be substituted for 3 years of experience when the minimum qualifications do not require an undergraduate degree. Four (4) years of related experience may be substituted for an undergraduate degree.</td>
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<td>Graduate or Above:</td>
<td>A graduate and/or higher degree may be substituted for three (3) years of experience when the minimum qualifications do not require a graduate or higher degree.</td>
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GSA and/or the ordering activities may have access to any Agil3Tech employee resume (by request) before, during or after assignment of any GSA order. If for some extenuating reason a person assigned to an order must be replaced or substituted, the ordering activity will be notified in advance, in writing, and the substituting personnel will have equal or greater qualifications than the departing employee.
**Computer Forensic and Intrusion Analyst**

**Functional Responsibility:** Provides a knowledge in computer and network forensics, Identify, collect, examine, analyze, and preserve integrity of resources and information for computer forensics. Conducts vulnerability assessments/penetration tests of information systems, Develops, researches and maintains proficiency in tools, techniques, countermeasures, and in trend in computer and network vulnerabilities, data hiding, and encryption, Identifies, deters, monitors, and investigates computer and network intrusions, provides computer forensic support to high technology investigations in the form of evidence seizure, computer forensic analysis and data recovery. Perform root cause analysis of computer systems that failed or are not operating properly when tasked by management. Incorporate approved forensic tools and develop standard processes for conducting forensics to insure that incident handlers and first responders satisfy forensics and evidence requirements. Provide detailed reports written in plain business language on what happened, when it happened, how it happened, and who was involved after completion of the investigation. Conduct forensics work in such a manner that the information remains forensically sound and a strict chain of custody is maintained on the data.

**Minimum/General Experience:** A minimum of six (6) years professional experience. Professionally certified, within a CND disciplines are a plus.

**Minimum Education:** Requires a bachelor’s degree from an accredited university or college or a combination of education and experience that provides the required knowledge, skills, and abilities.

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**Configuration Management, Journeyman**

**Functional Responsibility:** Provides configuration management planning, Describes provisions for configuration identification, change control, configuration status accounting and configuration audits; Regulates the change process so that only approved and validated changes are incorporated into product documents and related software.

**Minimum/General Experience:** A minimum of four (4) years professional experience. Professionally certifications are a plus.

**Minimum Education:** Requires a bachelor’s degree from an accredited university or college or a combination of education and experience that provides the required knowledge, skills, and abilities.
**Cyber Security, Information Assurance Specialist, Entry**

**Functional Responsibility:** Works on IA teams involving all phase of information assurance; implements information assurance/security standards and procedures, recommends information assurance/security solutions to support customers’ requirements, identifies, reports, and resolves security violations, establishes and satisfies information assurance and security requirements based upon the analysis of user, policy, regulatory, and resource demands, supports customers in the development and implementation of doctrine and policies, analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems, ensures that all information systems are functional and secure.

**Minimum/General Experience:** A minimum of two (2) years professional experience. Professionally certified, within an IAM or CND discipline is a plus.

**Minimum Education:** Requires an associate’s degree from an accredited university or college or a combination of education and experience that provides the required knowledge, skills, and abilities.

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**Cyber Security, Computer Security Specialist, Journeyman**

**Functional Responsibility:** The Computer Security Specialist will perform studies, tests, and evaluations of security devices and systems. Will develop documentation and will conduct interviews with technical personnel incidental to and as required to perform security risk assessments. Will perform assessments in order to determine the level of computer and network security necessary to implement proposed information systems. Applies knowledge of current IA policy, tactics, techniques, policy, and doctrine, and relationship to IA reporting requirements and structure.

**Minimum/General Experience:** A minimum of six (6) years professional experience. Professionally certified, within a CND discipline is a plus.

**Minimum Education:** Requires an associate’s degree from an accredited university or college or a combination of education and experience that provides the required knowledge, skills, and abilities.

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**Cyber Security Blue Team Specialist, Journeyman**

**Functional Responsibility:** Perform Security Assessment Program technical and non-technical Independent Verification & Validation (IV&V) assessment missions for any customer security missions, programs, plans, and security requirements affecting the confidentiality, integrity, availability, non-repudiation and accountability of an effective and hardened security posture. Conduct in-depth Vulnerability Assessments
and Information System Auditing of assets (e.g., servers, Workstations, Network Appliances, Storage Devices, and Applications). Performs vulnerability/risk analyses of computer systems and applications during all phases of the system development life cycle, ensures that all information systems are functional and secure. Use automated and manual testing, examination, scanning, interviewing, and discovery techniques to identify, validate, and assess security vulnerabilities and mitigate vulnerabilities to strengthen computer security posture against cyber aggressors. Validate, and assess vulnerabilities, to report whether or not specific security objectives and goals are being met and where applicable, compliance IAW FISMA, DODI 5200.40, 8500.2 and NIST SP 800-115 and industry best practices. This includes but not limited to Server & Workstation Devices (Windows, Unix, & Linux), Network Devices (Routers, Switches, Video Teleconference), Storage Devices (Fibre Channel Switches, Network Attached Storage, Storage Controllers) Applications (Web, Database, Email, FTP, SSH), Security Devices (Firewalls, Intrusion Detection Systems, Web Content Filters).

**Minimum/General Experience:** A minimum of two (2) to six (6) years related professional experience. Professionally certified, within a CND discipline is a plus.

Knowledge of interrelation of different safeguards and how they impact the overall protection of an environment is crucial. Must have the ability to support technical analysis document and present reports to the supported organization.

**Minimum Education:** Requires an associate’s degree from an accredited university or college or a combination of education and experience that provides the required knowledge, skills, and abilities.

**Cyber Security Continuous Monitoring Specialist, Journeyman**

**Functional Responsibility:** Support the strategic and tactical Continuous Monitoring (ConMon) Program evaluating technology, processes, procedures, operating environment, and people. Continuous Monitoring is defined by NIST as maintaining ongoing awareness of information security, vulnerabilities, and threats to support organizational risk management decisions. Utilize DOD, DHS, NIST, FISMA, and other government standards, policy, regulations, etc. (NIST 800-137, NIST 800-53, 800-37 and 800-39) to execute on the ConMon Program. Analyzes general ConMon information assurance-related tools and processes and provides ongoing awareness and insight of the organizations security posture. Gathers relevant and up-to-date (near
real-time) information about risk, threats, vulnerabilities, system and enterprise controls.

**Minimum/General Experience:** A minimum of four (4) years related professional experience. Professionally certified, within a CND discipline is a plus.

*Knowledge of interrelation of different safeguards and how they impact the overall protection of an environment is crucial.*

**Minimum Education:** Requires an associate’s degree from an accredited university or college or a combination of education and experience that provides the required knowledge, skills, and abilities.

**Cyber Security Connection Approval Specialist, Senior**

**Functional Responsibility:** Administer the Connection Approval Program and Tenant Security Process in accordance with organization’s regulation or policy to support tenant organizations as well. Providing these tenant organizations with CAP support throughout the life cycle of their system. Support all activities needed to obtain certification and accreditation on all the networks, equipment and systems at all classification levels. Ensure required CAP documentation is obtained from all current and new customers. Review all packages received for completeness and accuracy and maintain CAP Packets. Maintain CAP documentation for each connection to the backbones. Ensure that packages are updated when there are modifications, additions or changes to tenant networks. Administer the Tenant Security Plan (TSP) Process for all tenants that connect to the network(s) and provide Tenant Security Plans for review and signature. Support Customer efforts to certify and accredit standalone equipment. Maintain a complete and accurate identification of all information systems that connect to the network(s). Support and assist in coordination of Agent of the Certification Authority (ACA) visits and provide ACA Audit Reports.

**Minimum/General Experience:** A minimum of three (3) or more years of IT Security and Connection Approval related professional experience. Professionally certified, within an IAM discipline is a plus.

**Minimum Education:** BA/BS or a combination of education and experience that provides the required knowledge, skills, and abilities.

**Cyber Security Info Assurance Policy Support**

**Functional Responsibility:** Validate User Authorization Request (UAR) using the ticketing program (Remedy) to process and monitor progress of all Privileged level and User account requests for JWICS, SIPR and NIPR. Within the Information Assurance Project Management (IAPM) team, ensure the account requests are accurate, complete and
Specialist, Journeyman

have the following documents: Privileged Level Access Agreements, Appointment Orders, DD 2875s, training and certification documentation, up to date annual awareness training, and most recent version of agency’s Acceptable Use Policy. Utilize the Training Certification Tracking system to verify user account request information. Process the documents for government signature. Draft, coordinate, and track Acceptance of Risk documents (AORs), Exception to Policy (ETP), in accordance with AR 25-50, and local SOPs, and to maintain an Automated Dashboard for tracking. Ensure all pertinent documents are included in the package for DAA review and signature.

**Minimum/General Experience:** Four (4) years of related experience. Professionally certified, within an IAM discipline is a plus.

**Minimum Education:** An associate’s degree from an accredited university or college preferred or a combination of education and experience that provides the required knowledge, skills, and abilities.

Cyber Security Info Assurance Vulnerability Management (IAVM) Specialist, Journeyman

**Functional Responsibility:** Supports all aspects of vulnerability management to include identifying and acknowledging IAVM notices; reviewing, tracking, and verifying IAVM compliance; conducting vulnerability scans; and performing vulnerability trend analysis and metric reporting. Support vulnerability management program in accordance with the CJCSM 6510.01. Identify, respond to, and perform work activities associated with all IAVM notices issued. Conduct vulnerability assessments on assets and review results to verify targeted assets (e.g. servers, workstations, laptops, printers, and network appliances (routers, switches, firewalls, intrusion detection systems, etc.) conform to security requirements and submit results to stakeholders. Review Plan of Action & Milestones (POA&Ms) for completeness, verify applicable timelines are on track to be met, and work with system owners to rectify discrepancies. Scanning tools may include Q-Tip, ACAS, and Retina. Develop and maintain an IAVM tracking system to facilitate performing trend analyses, generate IAVM reports, and tracking metrics for executive level leadership. Investigate false positive scan results. If confirmed, notify appropriate stakeholders to report finding and provide evidence. Support and provide technical expertise for Change Management process.

**Minimum/General Experience:** Four (4) years of related experience. Network scanning experience – Retina and ACAS training, and a professional certification, within a CND discipline is a plus.
Knowledge of interrelation of different safeguards and how they impact the overall protection of an environment is crucial.

Minimum Education: Requires an associate’s degree from an accredited university or college or a combination of education and experience that provides the required knowledge, skills, and abilities.

Functional Responsibility: Draft CND alerts, warnings, orders, notifications and other products for CND Community customers. Proven experience and ability to leverage CND analyst toolsets to detect and respond to IT security incidents. Conducts research and document threats and their behavior to include monitoring external CSIRTS/CERTs. Assist in providing recommendations to threat mitigation strategies. Employ effective web, email, and telephonic communications to clearly manage security incident response procedures. Consolidates trending of cyber incidents and creates the products that are required to be used for briefing leadership, partners, and customers regarding computer network defense. Experience required in security or network technology (Unix/Windows OS, Cisco/Juniper Routing-Switching) within a hands-on Implementation or Administration role. Demonstrates thorough knowledge of TCP-IP protocol implementations for all common network services in addition to demonstrated capability to perform network packet analysis and anomaly detection.

Minimum/General Experience: Four (4) years+ of experience performing duties similar to those described above; Strong written and oral communications skills. Professionally certified, within a CND discipline is a plus.

Minimum Education: Requires a bachelor’s degree in an associated discipline or a combination of education and experience that provides the required knowledge, skills, and abilities.

Functional Responsibility: Determines enterprise information assurance and security standards. Supports Ports, Protocols, and Services Management (PPSM) and the DOD DMZ Whitelist program, which provides implementation guidance on the use of IP protocols, application, systems and data services that traverse the DOD Networks and supports net centric operations. Ensure Enterprise Information System Ports, Protocols, and Services are registered in the PPSM central registry and not deployed prior to DAA approval; develop, revise, implement, and enforce PPSM policies. Conduct PPSM reviews and generate an Exception Request Summary that identifies PPS, enclaves and boundaries of traffic, required customer coordination, status of the
request and recommends risk mitigations. Coordinate and submit Non-
Standard Use (NSU) packages to the Defense Information Assurance
Security Accreditation Working Group (DSAWG) for action. Submit
approved white list exceptions to the DOD DMZ Whitelist. Collect and
aggregate PPSM & Whitelist artifacts, trends, and performance metrics.

**Minimum/General Experience:** A minimum of two (2) years+
experience performing duties similar to those described above.
Professionally certified, within a CND discipline is a plus.

**Minimum Education:** Associates Degree preferred or a combination
of education and experience that provides the required knowledge,
skills, and abilities.

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**Database Specialist, Senior**

**Functional Responsibility:** Provides all activities related to the
administration of computerized databases. Projects long-range
requirements for database administration and design in conjunction with
other managers in the information systems function. Designs, creates,
and maintains databases in a client/server environment. Conducts
quality control and auditing of databases in a client/server environment
to ensure accurate and appropriate use of data. Advises users on access
to various client/server databases. Designs, implements, and maintains
complex databases with respect to JCL, access methods, access time,
device allocation, validation checks, organization, protection and
security, documentation, and statistical methods. Applies knowledge
and experience with database technologies, development
methodologies, and front-end (e.g., COGNOS)/back-end programming
languages (e.g., SQL). Performs database programming and supports
systems design. Includes maintenance of database dictionaries, overall
monitoring of standards and procedures, file design and storage, and
integration of systems through database design.

**Minimum/General Experience:** A minimum of five (5) years of
experience performing duties similar to those described above.

**Minimum Education:** Bachelor’s Degree preferred or a combination of
education and experience that provides the required knowledge, skills,
and abilities.

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**Functional Area Expert I**

**Functional Responsibility:** Serves as the subject-matter expert
(SME) who analyzes user needs to determine functional requirements
that apply to automatic data processing (ADP) equipment or solutions.
Works with engineers and technical analysts to incorporate functional
requirements into new or existing systems. May remain involved through system design and implementation.

**Minimum/General Experience:** Fifteen (15) years of experience and recognized as a functional expert on the subject

**Minimum Education:** BA/BS or a combination of education and experience that provides the required knowledge, skills, and abilities.

**Help Desk Support Service Specialist, Intermediate**

**Functional Responsibility:** Under general supervision, provides second-tier support to end-users for PC, server, mainframe applications and hardware. Handles problems that the first-tier of help desk support is unable to resolve. May interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Maintains currency and high level of technical skill in field of expertise. Escalates more complex problems to Senior Level.

**Minimum/General Experience:** A minimum of three (3) years of related experience in a networked environment.

**Minimum Education:** BA/BS or a combination of education and experience that provides the required knowledge, skills, and abilities.

**Managed Systems Engineer**

**Functional Responsibility:** Under general direction, performs duties such as site surveys, architecture design, system evaluation, system analysis, and infrastructure assessment. The managed system engineer shall perform duties on tasks that require expertise in system/processor architecture, wired for management baseline, desktop management interface, SNMP, client/server architecture, operating systems, software applications, network protocols, routers, switches, remote access servers, and firewalls.

**Minimum/General Experience:** Three (3) years applicable experience

**Minimum Education:** BA/BS or a combination of education and experience that provides the required knowledge, skills, and abilities.

**Network Specialist Technician - Intermediate**

**Functional Responsibility:** Under general supervision, monitors and responds to technical control facility hardware and software problems utilizing hardware and software testing tools and techniques. May interface with contractor support service groups to ensure proper
escalation during outages or period of degraded system performance. May assist with installation of terminals and associated hardware. May provide network server support. Requires strong knowledge of PC/Network communications hardware/software, in a multi-protocol environment, and network management software.

**Minimum/General Experience:** A minimum of three (3) years of professional experience in a networked environment.

**Minimum Education:** Requires a bachelor’s degree in an associated discipline or a combination of education and experience that provides the required knowledge, skills, and abilities.

### Network Support Technician

**Functional Responsibility:** Under general direction, monitors and responds to complex technical control facility hardware and software problems utilizing a variety of hardware and software testing tools and techniques. Provides primary interface with contractor support service groups or provides internal analysis and support to ensure proper escalation during outages or periods of degraded system performance. May provide network server support. Requires extensive knowledge of PC/network communications hardware/software in a multi-protocol environment, and network management software. May function as lead job providing guidance and training for less experienced technicians.

**Minimum/General Experience:** A minimum of five (5) to eight (8) years of related experience in networking environment.

**Minimum Education:** Requires a bachelor’s degree in an associated discipline or a combination of education and experience that provides the required knowledge, skills, and abilities.

### Subject Matter Expert I

**Functional Responsibility:** Develops and applies advanced methods, theories, and research techniques in investigating and solving complex concept, planning, design, or implementation problems. Provides technical management and direction for problem definition, analysis and requirements development and implementation for complex systems in the subject matter area. This may include defining problems and analyzes and develops plans and requirements in a subject area for complex systems. Coordinates and manages preparation of analyses, evaluations, and recommendations for proper implementation of programs and system specifications in IS architecture, automation, telecommunications, networking, communication protocols, software, email, M&S, and data storage and retrieval, etc.
Subject Matter Expert (Journeyman)

**Minimum/General Experience:** Must have eight (8) years of Subject Matter Expertise (SME) in the respective field of services performed. At least four (4) of those years must be directly related to the required area of expertise.

**Minimum Education:** BA/BS or equivalent or a combination of education and experience that provides the required knowledge, skills, and abilities.

**Functional Responsibility:** Serves as subject matter expert, possessing in-depth knowledge of a particular area, such as business, computer science, engineering, mathematics, or the various sciences. Provides technical knowledge and analysis of highly specialized applications and operational environments, high-level functional systems analysis, design, integration, documentation and implementation advice on exceptionally complex problems that need extensive knowledge of the subject matter for effective implementation. Applies principles, methods and knowledge of the functional area of capability to specific task order requirements, advanced mathematical principles and methods to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at automated solutions.

Subject Matter Expert (Senior)

**Minimum/General Experience:** Must have five (5) years of Subject Matter Expertise (SME) in the respective field of services performed. At least two (2) of those years must be directly related to the required area of expertise.

**Minimum Education:** BA/BS or equivalent or a combination of education and experience that provides the required knowledge, skills, and abilities.

**Functional Responsibility:** Serves as subject matter expert, possessing in-depth knowledge of a particular area, such as business, computer science, engineering, mathematics, or the various sciences. Provides technical knowledge and analysis of highly specialized applications and operational environments, high-level functional systems analysis, design, integration, documentation and implementation advice on exceptionally complex problems that need extensive knowledge of the subject matter for effective implementation. Applies principles, methods and knowledge of the functional area of capability to specific task order requirements, advanced mathematical principles and methods to exceptionally difficult and narrowly defined technical problems in
engineering and other scientific applications to arrive at automated solutions.

**Minimum/General Experience:** Must have six (6) years of Subject Matter Expertise (SME) in the respective field of services performed. At least three (3) of those years must be directly related to the required area of expertise.

**Minimum Education:** BA/BS or equivalent or a combination of education and experience that provides the required knowledge, skills, and abilities.

### Systems Administrator

**Intermediate**

**Functional Responsibility:** Under general supervision, responsible for installing, configuring, and maintaining operating system workstations and servers, including web servers, in support of business processing requirements. Performs software installations and upgrades to operating systems and layered software packages. Schedules installations and upgrades and maintains them in accordance with established IT policies and procedures. Monitors and tunes the system to achieve optimum performance levels. Ensures workstation/server data integrity by evaluating, implementing, and managing appropriate software and hardware solutions. Ensures data/media recoverability by implementing a schedule of system backups and database archive operations. Supports media management through internal methods and procedures or through offsite storage and retrieval services. Develops and promotes standard operating procedures. Conducts routine hardware and software audits of workstations and servers to ensure compliance with established standards, policies, and configuration guidelines. Develops and maintains a comprehensive operating system hardware and software configuration database/library of all supporting documentation.

**Minimum/General Experience:** A minimum of three (3) years related professional experience.

**Minimum Education:** Requires a bachelor’s degree in the field of expertise or a combination of education and experience that provides the required knowledge, skills, and abilities.

### Systems Engineer

**Functional Responsibility:** Performs administration, troubleshooting and support of LAN operating systems, servers, and applications with little or no supervision.

**Minimum/General Experience:** Four (4) years of experience in administration of LAN operating systems, servers, and applications
Minimum Education: Associates Degree preferred or a combination of education and experience that provides the required knowledge, skills, and abilities.

**Systems Engineer, Senior**

Functional Responsibility: Defines and executes project systems engineering activities that may consist of systems planning, performance management, capacity planning, testing and validation, benchmarking, information engineering and systems engineering plan development and staffing.

Minimum/General Experience: A minimum of six (6) years applicable experience

Minimum Education: BA/BS or a combination of education and experience that provides the required knowledge, skills, and abilities.

**Tier I, Technical Support II**

Functional Responsibility: Provides technical support as required in data management, document control, computer support, project control, and other related areas;

Minimum/General Experience: Three (3) years applicable experience

Minimum Education: Associates Degree preferred or a combination of education and experience that provides the required knowledge, skills, and abilities. Minimum of High School diploma or equivalent.

**Tier I, Technical Support III**

Functional Responsibility: Provides technical support as required in data management, document control, computer support, project control, and other related areas;

Minimum/General Experience: Five (5) years applicable experience

Minimum Education: Associates Degree preferred or a combination of education and experience that provides the required knowledge, skills, and abilities. Minimum of High School diploma or equivalent.

**Training Specialist, Journeyman**

Functional Responsibility: Assesses, designs, and conceptualizes training scenarios, approaches, objectives, plans, tools, aids, curriculums, and other state of the art technologies related to training and behavioral studies. Identifies the best approach training requirements to include, but not limited to hardware, software, simulations, course assessment and refreshment, assessment centers, oral examinations, interviews, computer assisted and adaptive testing, behavior-based assessment and performance, and team and unit assessment and measurement. Develops and revises training courses.
Prepares training catalogs and course materials. Trains personnel by conducting formal classroom courses, workshops, and seminars.

**Minimum/General Experience:** Five (5) years applicable experience.

**Minimum Education:** Bachelor’s Degree preferred or a combination of education and experience that provides the required knowledge, skills, and abilities.

**Consultant Expert Functional Responsibility:** Develops and applies advanced methods, theories, and research techniques in investigating and solving complex concept, planning, design, or implementation problems. Recognized for achievements and technical subject expertise.

**Minimum/General Experience:** Must have eight (8) years of Expertise in the respective field of services performed. At least four (4) of those years must be directly related to the required area of expertise.

**Minimum Education:** BA/BS or a combination of education and experience that provides the required knowledge, skills, and abilities. Recognized for industry or subject achievements and technical expertise
Appendix C

**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.

   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

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

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY
Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT Professional Services.

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

10. ORGANIZATIONAL CONFLICTS OF INTEREST
a. Definitions.
“Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.
“Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

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

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

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

12. **PAYMENTS**

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

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

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

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

13. **RESUMES**

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

14. **INCIDENTAL SUPPORT COSTS**

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

15. **APPROVAL OF SUBCONTRACTS**

   The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.
16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING

a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 132-51 IT 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.

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

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

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

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

Minimum Education: Bachelor’s Degree in Computer Science