



---

# INFORMATION TECHNOLOGY PROFESSIONAL SERVICES - GSA SCHEDULE 70 -

---

SPECIAL ITEM NUMBER (SIN): 132-51



*General Purpose Commercial Information Technology Equipment Software and Services*

*Solicitation Number: FCIS-JB-980001-B / Refresh Number: 41*

**Federal Supply Service (FSS)**

**Contract No. GS35F281GA**

Kash (Kashif) Heyat (*President & Owner*)

917.849.9303 | [kash@zebraedge.com](mailto:kash@zebraedge.com) | [www.zebraedge.com](http://www.zebraedge.com)

**MARCH 14, 2017**

**ZEBRAEDGE, INC.**

224 5TH AVE; STE H241, NEW YORK, NY 10001



# Table of Contents

**1 SUMMARY PAGE ..... 4**

**2 GENERAL SERVICES ADMINISTRATION (GSA) AWARD TERMS & CONDITIONS..... 5**

2.1 AWARDED SPECIAL ITEM NUMBER (SIN) .....5

2.2 MAXIMUM ORDER. ....5

2.3 MINIMUM ORDER. ....5

2.4 GEOGRAPHIC COVERAGE (DELIVERY AREA). ....5

2.5 POINT(S) OF PRODUCTION (CITY, COUNTY, AND STATE OR FOREIGN COUNTRY) .....5

2.6 DISCOUNT FROM LIST PRICES.....5

2.7 QUANTITY DISCOUNTS .....6

2.8 PROMPT PAYMENT TERMS.....6

2.9 GOVERNMENT PURCHASE CARDS (NOTIFICATIONS) .....6

2.10 FOREIGN ITEMS (LIST ITEMS BY COUNTRY OF ORIGIN) .....6

2.11 TIME OF DELIVERY .....6

2.12 F.O.B. POINT(S).....6

2.13 ORDERING .....7

2.14 PAYMENT ADDRESS(ES).....7

2.15 WARRANTY PROVISION.....7

2.16 EXPORT PACKING CHARGES, IF APPLICABLE .....7

2.17 TERMS AND CONDITIONS .....7

2.18 LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE) .....8

2.19 LIST OF PARTICIPATING DEALERS (IF APPLICABLE).....8

2.20 PREVENTIVE MAINTENANCE (IF APPLICABLE) .....8

2.21 SPECIAL ATTRIBUTES.....8

2.22 DATA UNIVERSAL NUMBER SYSTEM (DUNS) NUMBER.....8

2.23 CENTRAL CONTRACTOR REGISTRATION (CCR) DATABASE. ....8

**3 ZEBRAEDGE SUMMARY..... 9**

3.1 BACKGROUND.....9

3.2 WHAT’S IN THE NAME? .....9

3.3 KEY COMPANY INFO .....9

3.4 MANAGEMENT & STAFF .....9



|          |   |           |
|----------|---|-----------|
| <b>4</b> | <b>ZEBRAEDGE'S SERVICE OFFERINGS</b>                                | <b>10</b> |
| 4.1      | CONSULTING / ADVISORY   | 10        |
| 4.2      | DIGITAL SOLUTION / APPLICATION DEVELOPMENT                          | 10        |
| 4.3      | SOLUTION / APPLICATION SUPPORT                                      | 10        |
| 4.4      | STAFF AUGMENTATION SERVICES   | 10        |
| 4.5      | ZEBRAEDGE CAPABILITIES STATEMENT                                    | 11        |
| <b>5</b> | <b>COST SHEET / RATE CARD</b>                                       | <b>12</b> |
| <b>6</b> | <b>TERMS &amp; CONDITIONS FOR SCHEDULE 70 (SIN 132-51)</b>          | <b>15</b> |
| 6.1      | SCOPE   | 15        |
| 6.2      | PERFORMANCE INCENTIVES I-FSS-60 PERFORMANCE INCENTIVES (APRIL 2000) | 15        |
| 6.3      | ORDER   | 15        |
| 6.4      | PERFORMANCE OF SERVICES   | 15        |
| 6.5      | STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)                          | 16        |
| 6.6      | INSPECTION OF SERVICES  | 17        |
| 6.7      | RESPONSIBILITIES OF THE CONTRACTOR                                  | 17        |
| 6.8      | RESPONSIBILITIES OF THE ORDERING ACTIVITY                           | 17        |
| 6.9      | INDEPENDENT CONTRACTOR  | 17        |
| 6.10     | ORGANIZATIONAL CONFLICTS OF INTEREST                                | 17        |
| 6.11     | INVOICES  | 18        |
| 6.12     | PAYMENTS  | 18        |
| 6.13     | RESUMES   | 19        |
| 6.14     | INCIDENTAL SUPPORT COSTS  | 19        |
| 6.15     | APPROVAL OF SUBCONTRACTS  | 19        |
| 6.16     | DESCRIPTION OF IT/IAM PROFESSIONAL SERVICES AND PRICING             | 19        |
| <b>7</b> | <b>APPENDIX A</b>   | <b>20</b> |
| 7.1      | JOB CATEGORY DESCRIPTIONS   | 20        |



# 1 Summary Page

**GENERAL SERVICES ADMINISTRATION (GSA)  
FEDERAL SUPPLY SERVICE (FSS) SCHEDULE  
INFORMATION TECHNOLOGY PROFESSIONAL SERVICES**

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

## 132-51 Information Technology Professional Services Category

- Systems Development Services
- Systems Analysis Services
- Automated Information System Services
- Programming Services
- Backup and Security Services
- Data Conversion Services
- Computer Aided Design/Manufacturing Services
- Web-Based Subscription, Data & Other Services
- Other ADP & Telecommunications Services

**Contract Number:** GS35F281GA  
**Period Covered by Contract:** March 9, 2017 through March 8, 2022  
**Business Size:** Small  
**MWBE Certified:** Yes  
**Contractor:** ZebraEdge, Inc.  
**Address:** 244 5<sup>TH</sup> AVE; STE H241  
New York, NY 10001  
Attn: Kash (Kashif) Heyat; President/Owner  
**Telephone:** 917.849.9303 (mobile)  
**E-Mail:** kash@zebraedge.com  
**Internet:** www.zebraedge.com  
**Contract Administration:** Kash (Kashif) Heyat

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



## 2 General Services Administration (GSA) Award Terms & Conditions

### 2.1 Awarded Special Item Number (SIN)

SIN 132-51: Information Technology (IT) Professional Services  
Please see section 4 (Cost Sheet/Rate Card) of this document for resource rate cards.

### 2.2 Maximum order.

\$500,000. Note: Customers/Agencies can order over this amount (no limit) based on the scope and need.

### 2.3 Minimum order.

\$100

### 2.4 Geographic coverage (delivery area).

Worldwide/Global (Domestic and Overseas)

### 2.5 Point(s) of production (city, county, and State or foreign country)

ZebraEdge, Inc. is a small business that provides services mainly at it's client location located throughout the United States of America (USA).

Our resources are based out of the following locations:

- Washington D.C.
- New York
- New Jersey
- California
- Washington State
- Florida
- Texas
- Illinois

The headquarter is in NYC (New York City)  
244 5TH AVE; STE H241  
New York, NY 10001

### 2.6 Discount from List Prices

9% discount from the market list rate for hourly resources



## 2.7 Quantity Discounts

Volume Discounts:

- 1 % discount for sales  $\geq$  \$400,000

*Note: Discounts are applicable to Project based work and not for staff augmentation resource based work.*

## 2.8 Prompt Payment Terms

0% - Net 30 Days

*Note: Information for Ordering Offices:*

*Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.*

## 2.9 Government Purchase Cards (Notifications)

- a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold.

*Government purchase cards are accepted at or below the micro-purchase threshold*

- b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold.

*Government purchase cards are NOT accepted above the micro-purchase threshold*

## 2.10 Foreign items (list items by country of origin)

None.

## 2.11 Time of Delivery

- a. Time of delivery. (Contractor insert number of days): *To be negotiated at the Task Order Level*
- b. Expedited Delivery: *To be negotiated at the Task Order Level*
- c. Overnight and 2-day delivery: *To be negotiated at the Task Order Level*
- d. Urgent Requirements: *To be negotiated at the Task Order Level*

## 2.12 F.O.B. point(s)

Free on Board (F.O.B) is Destination



## 2.13 Ordering

### a. Ordering Address(es)

244 5TH AVE; STE H241  
New York, NY 10001  
PH: 917.849.9303  
E-Mail: kash@zebraedge.com

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

## 2.14 Payment address(es).

244 5TH AVE; STE H241  
New York, NY 10001

## 2.15 Warranty Provision

Not Applicable (N/A)

## 2.16 Export Packing Charges, if applicable

Not Applicable (N/A)

## 2.17 Terms and conditions

- a. Terms and Conditions of Government purchase card acceptance

*Accepted at and below the micro-purchase threshold*

- b. Terms and conditions of rental, maintenance, and repair (if applicable)

*Not Applicable (N/A)*

- c. Terms and conditions of installation (if applicable)

*Not Applicable (N/A)*

- d. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices

*Not Applicable (N/A)*

- e. Terms and conditions for any other services (if applicable)

*Not Applicable (N/A)*

**2.18 List of Service and Distribution Points (if applicable)**

*Not Applicable (N/A)*

**2.19 List of Participating Dealers (if applicable)**

*Not Applicable (N/A)*

**2.20 Preventive Maintenance (if applicable)**

*Not Applicable (N/A)*

**2.21 Special Attributes**

- a. Such as Environmental Attributed (e.g. recycled content, energy efficiency, and/or reduced pollutants)

*Not Applicable (N/A)*

- b. Section 508 Compliance for EIT:

*As applicable, the EIT standard can be found at [www.Section508.gov](http://www.Section508.gov)*

**2.22 Data Universal Number System (DUNS) Number**

DUNS# 023149247

**2.23 Central Contractor Registration (CCR) Database.**

Notification regarding registration in Central Contractor Registration (CCR) Database

*The CCR Database notification is Active*



### 3 ZebraEdge Summary

#### 3.1 Background

ZebraEdge is an innovative digital consulting and solution firm born and raised in New York City (NYC). ZebraEdge provides technology solutions to business and organization by performing Visioning, Business Analysis, User Centered Design (UI/UX), Software Architecture and Design, Development, Integration, Quality Assurance and Support.

#### 3.2 What's in the name?

ZEBRA E-D-G-E

E - Engage

D - Develop

G - Grow

E - Empower

Zebras have a great sense of hearing and we as an organization make sure that sense of hearing is very present when working with our clients. We listen to our customers; thus, we succeed in solving customer problems. Our practice is to engage, develop, help grow and then empower end users with the solution.

#### 3.3 Key Company Info

- **Minority Owned:** ZebraEdge is a certified MWBE small business with the City of NYC.
- **Company Address:** ZebraEdge, Inc. | 244 5<sup>TH</sup> AVE; STE H241 | New York, NY 10001
- **Year Established:** 2012
- **Type of Company:** ZebraEdge is an S Corporation headquartered in NYC, New York.

#### 3.4 Management & Staff

ZebraEdge is owned and managed by Kash (Kashif) Heyat. Kash is a Program and Project Management Professional with 14+ years of industry experience and the following certifications:

- PMP (Project Management)
- PgMP (Program Management)
- PfMP (Portfolio Management)
- CSM (Certified Scrum Master for Agile framework)

ZebraEdge works with sub-contractors and industry partners and has capability to scale up staff as needed. ZebraEdge's sub-contractors and partners hold the following certifications:

- CSM (Certified Scrum Master from Scrum Alliance)
- CSPO (Certified Scrum Product Owner)
- CEC (Certified Enterprise Coach)
- MCPD (Microsoft Certified Professional Developer)

## 4 ZebraEdge's Service Offerings

### 4.1 Consulting / Advisory

- Agile Transformation
- Digital Transformation
- Mobile Strategy
- Business & Systems & Marketing Analysis
- All Things User Experience Research & Design
- Product Management
- Project, Program, Portfolio Analysis
- PMO Analysis, Setup and Management
- Professional & Organizational Training and Development

### 4.2 Digital Solution / Application Development

- User Experience (UX) Research and Analysis
- User Centered Design (UCD)
- Digital Solutions Design and Development (End-To-End)
- Mobile Solution Design and Development (End-To-End)
- Application/Software/System Design
- Legacy Application Modernization
- System Integration
- Web Service Development

### 4.3 Solution / Application Support

- Application Maintenance
- Service Level Agreement (SLA) Support
- End User Help Desk Support & training
- Application Documentation
- End User Documentation
- Train the Trainer
- End User Training

### 4.4 Staff Augmentation Services

*ZebraEdge, Inc. provides staff augmentation resources. Some of the resource types we provide are:*

- Certified Portfolio, Program, and Project Managers
- Business Analysts and Business Systems Analysts
- Certified Agile Coach, Product Managers, Scrum Masters (All Things Agile)
- UI/UX Researchers, Designers and Information Architects
- IT Developers, Coders, Architects, Solutions Engineers
- Quality Assurance and Quality Control Resources
- Technical Writers and Documentation Developers

## 4.5 ZebraEdge Capabilities Statement

### Point of Contact:

#### Kash Heyat (President / Owner)

CSM, PMP, PgMP, PfMP

Cell: 917.849.9303 | Email: kash@zebraedge.com

244 5<sup>TH</sup> AVE; STE H241  
 NEW YORK, NY 10001

<http://www.ZebraEdge.com>



*The Edge Your Organization Needs*

**MADE IN NYC**  
**Certified Minority Owned Business (MBE) in NYC**  
**Federal Supply Service / GSA Contractor**

### Company Overview:

ZebraEdge, Inc. is a digital and organizational transformation agency based out of New York City (NYC). We help organizations in their cause to have better digital products that is focused on User Centered Design (UCD). We help with organizational and professional development effort to cope with rapid changes. We are solutions provider for all aspect of digital, technology and organizational needs. We are agile driven organization that believes in value driven work that produces maximum ROI.

### Services:

- Agile Transformation
- Product Management
- Project, Program, Portfolio Analysis, Setup and Management
- Business & Systems Analysis
- Marketing Analysis
- Quality Assurance
- Digital Transformation Analysis and Recommendations
- Digital Solutions Design and Development (End-To-End)
- Professional & Organizational Training and Development
- Management Consulting

### Engagement Model:

- Staff Augmentation (ITCS Contract etc.)
- Project Solution & Implementation (RFP, Small Purchase etc.)
- Partnership with existing Vendors / Service Providers

*As a small business ZebraEdge, Inc. is flexible to work with its prospect customers to meet the needs of the engagement as needed.*

### Client List (Government):

- Department of Consumer Affaris (DCA) : Resource through ITCS
- Housing Preservation & Dev. (HPD) : Resource through ITCS

### Client List (Corporate):

- Columbia University
- CVS Pharmacy
- Heineken
- Kaplan Test Prep (KTP)
- MetLife
- McKinsey&Company
- Mizuho Securities USA

### Company Information

DUNS# 023149247

EIN# 46-0797668

M/WBE CERT# MWCERT2016-382

FEDERAL SERVICE/GSA CONTRACT # GS35F281GA

DATE INCORPORATED: AUGUST 17, 2012

### President / Owner & Key Resource Categories:

- Kash Heyat, President / Owner
- Portfolio, Program and Project Managers
- Scrum Masters and Product Managers (Agile-Scrum)
- Architects, Designers (UI/UX) and Developers
- Sub-contractors and Partner organizations as needed

### Certifications:

- Certified Minority Owned Business in NYC (MBE)
- Certified Scrum Master (CSM)
- Project Management Profession (PMP)
- Program Management Professional (PgMP)
- Portfolio Management Professional (PfMP)

### Company Designations

#### NAICS Codes: North American Industry Classification

54161 Management Consulting Services  
 54151 Computer Systems Design & Related Services  
 541512 Systems integration Analysis & Design Services  
 541910 Marketing Analysis Services  
 611430 Professional Development Training

#### SIC Codes: Standard Industrial Classification

7373 Computer Integrated Systems Design  
 8741 Management Services  
 8742 Management Consulting Services  
 7371 Computer Programming Services

#### NIGP Codes: National Institute of Gov. Purchasing

91871 Management Consulting  
 95877 Project Management Services  
 20853 Integrated Software  
 20854 Internet and Website Software  
 91883 Organizational Development



## 5 Cost Sheet / Rate Card

*SIN 132-51: Information Technology Professional Services*

| RESOURCE CATEGORY      | TITLE               | YEARS OF EXPERIENCE | GSA DISCOUNT | GSA RATE INCLUDING – IFF |
|------------------------|---------------------|---------------------|--------------|--------------------------|
| Project Managers       | Entry Level         | Less than 2 years   | 9%           | \$68.77                  |
|                        | Project Manager I   | Minimum of 2 years  | 9%           | \$91.69                  |
|                        | Project Manager II  | Minimum 4 years     | 9%           | \$114.61                 |
|                        | Project Manager III | Minimum 8 years     | 9%           | \$137.53                 |
|                        | Project Manager IV  | Minimum 12 years    | 9%           | \$160.45                 |
|                        | Project Manager V   | Minimum 16 years    | 9%           | \$183.38                 |
| Programmer / Developer | Entry Level         | Less than 2 years   | 9%           | \$59.60                  |
|                        | Programmer I        | Minimum of 2 years  | 9%           | \$73.35                  |
|                        | Programmer II       | Minimum of 4 years  | 9%           | \$91.69                  |
|                        | Programmer III      | Minimum of 8 years  | 9%           | \$114.61                 |
|                        | Programmer IV       | Minimum of 12 years | 9%           | \$137.53                 |
|                        | Programmer V        | Minimum of 16 years | 9%           | \$160.45                 |
| Specialists            | Entry Level         | Less than 2 years   | 9%           | \$68.77                  |
|                        | Specialist I        | Minimum of 2 years  | 9%           | \$91.69                  |
|                        | Specialist II       | Minimum of 4 years  | 9%           | \$114.61                 |
|                        | Specialist III      | Minimum of 8 years  | 9%           | \$137.53                 |
|                        | Specialist IV       | Minimum of 12 years | 9%           | \$160.45                 |
|                        | Specialist V        | Minimum of 16 years | 9%           | \$183.38                 |
| Analytical Resources   | Entry Level         | Less than 2 years   | 9%           | \$59.60                  |
|                        | Analyst I           | Minimum of 2 years  | 9%           | \$73.35                  |
|                        | Analyst II          | Minimum of 4 years  | 9%           | \$91.69                  |
|                        | Analyst III         | Minimum of 8 years  | 9%           | \$114.61                 |
|                        | Analyst IV          | Minimum of 12 years | 9%           | \$137.53                 |
|                        | Analyst V           | Minimum of 16 years | 9%           | \$160.45                 |
| Technical Resources    | Entry Level         | Less than 2 years   | 9%           | \$59.60                  |
|                        | Technician I        | Minimum of 2 years  | 9%           | \$73.35                  |
|                        | Technician II       | Minimum of 4 years  | 9%           | \$91.69                  |
|                        | Technician III      | Minimum of 8 years  | 9%           | \$114.61                 |
|                        | Technician IV       | Minimum of 12 years | 9%           | \$137.53                 |
|                        | Technician V        | Minimum of 16 years | 9%           | \$160.45                 |



*SIN 132-51: Information Technology Professional Services*

| RESOURCE CATEGORY                         | TITLE       | YEARS OF EXPERIENCE | GSA DISCOUNT | GSA RATE INCLUDING – IFF |
|---|-------------|---------------------|--------------|--------------------------|
| User Experience (UX) Researcher & Analyst | Entry Level | Less than 2 years   | 9%           | \$68.77                  |
|   | I           | Minimum of 2 years  | 9%           | \$91.69                  |
|   | II          | Minimum of 4 years  | 9%           | \$114.61                 |
|   | III         | Minimum of 8 years  | 9%           | \$137.53                 |
|   | IV          | Minimum of 12 years | 9%           | \$160.45                 |
|   | V           | Minimum of 16 years | 9%           | \$183.38                 |
| User Experience (UX) Designer             | Entry Level | Less than 2 years   | 9%           | \$68.77                  |
|   | I           | Minimum of 2 years  | 9%           | \$91.69                  |
|   | II          | Minimum of 4 years  | 9%           | \$114.61                 |
|   | III         | Minimum of 8 years  | 9%           | \$137.53                 |
|   | IV          | Minimum of 12 years | 9%           | \$160.45                 |
|   | V           | Minimum of 16 years | 9%           | \$183.38                 |
| Information Architect (IA)                | Entry Level | Less than 2 years   | 9%           | \$59.60                  |
|   | I           | Minimum of 2 years  | 9%           | \$73.35                  |
|   | II          | Minimum of 4 years  | 9%           | \$91.69                  |
|   | III         | Minimum of 8 years  | 9%           | \$114.61                 |
|   | IV          | Minimum of 12 years | 9%           | \$137.53                 |
|   | V           | Minimum of 16 years | 9%           | \$160.45                 |
| User Interface (UI) Designer              | Entry Level | Less than 2 years   | 9%           | \$68.77                  |
|   | I           | Minimum of 2 years  | 9%           | \$91.69                  |
|   | II          | Minimum of 4 years  | 9%           | \$114.61                 |
|   | III         | Minimum of 8 years  | 9%           | \$137.53                 |
|   | IV          | Minimum of 12 years | 9%           | \$160.45                 |
|   | V           | Minimum of 16 years | 9%           | \$183.38                 |
| Interaction Designer (IxD)                | Entry Level | Less than 2 years   | 9%           | \$68.77                  |
|   | I           | Minimum of 2 years  | 9%           | \$91.69                  |
|   | II          | Minimum of 4 years  | 9%           | \$114.61                 |
|   | III         | Minimum of 8 years  | 9%           | \$137.53                 |
|   | IV          | Minimum of 12 years | 9%           | \$160.45                 |
|   | V           | Minimum of 16 years | 9%           | \$183.38                 |



SIN 132-51: Information Technology Professional Services

| RESOURCE CATEGORY         | TITLE                 | YEARS OF EXPERIENCE | GSA DISCOUNT | GSA RATE INCLUDING - IFF |
|---------------------------|-----------------------|---------------------|--------------|--------------------------|
| Scrum Master              | Entry Level           | Less than 2 years   | 9%           | \$68.77                  |
|                           | I                     | Minimum of 2 years  | 9%           | \$91.69                  |
|                           | II                    | Minimum of 4 years  | 9%           | \$114.61                 |
|                           | III                   | Minimum of 8 years  | 9%           | \$137.53                 |
|                           | IV                    | Minimum of 12 years | 9%           | \$160.45                 |
|                           | V                     | Minimum of 16 years | 9%           | \$183.38                 |
| Product Owner / Manager   | Entry Level           | Less than 2 years   | 9%           | \$68.77                  |
|                           | I                     | Minimum of 2 years  | 9%           | \$91.69                  |
|                           | II                    | Minimum of 4 years  | 9%           | \$114.61                 |
|                           | III                   | Minimum of 8 years  | 9%           | \$137.53                 |
|                           | IV                    | Minimum of 12 years | 9%           | \$160.45                 |
|                           | V                     | Minimum of 16 years | 9%           | \$183.38                 |
| Agile Coach / Trainer     | Senior Level Resource | Minimum of 8 years  | 9%           | \$229.22                 |
| IT Program Managers       | Senior Level Resource | Minimum of 8 years  | 9%           | \$183.38                 |
| IT Portfolio Managers     | Senior Level Resource | Minimum of 8 years  | 9%           | \$229.22                 |
| IT Management Consultants | Senior Level Resource | Minimum of 8 years  | 9%           | \$229.22                 |

Volume Discounts:

- 1 % discount for sales >= \$400,000

Notes:

- Discounts are applicable to Project based work and not for staff augmentation resource based work.

## 6 Terms & Conditions for Schedule 70 (SIN 132-51)

TERMS AND CONDITIONS APPLICABLE TO SPECIAL ITEM NUMBER 132-51

### 6.1 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.

### 6.2 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.

### 6.3 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.

### 6.4 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.

#### **6.5 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-
  - i. Cancel the stop-work order; or
  - ii. 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-
  - i. 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
  - ii. 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.

## 6.6 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.

## 6.7 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.

## 6.8 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.

## 6.9 INDEPENDENT CONTRACTOR

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

## 6.10 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.

## 6.11 INVOICES

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

## 6.12 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.



### 6.13 RESUMES

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

### 6.14 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.

### 6.15 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.

### 6.16 DESCRIPTION OF IT/IAM PROFESSIONAL SERVICES AND PRICING

- a. The Contractor shall provide a description of each type of IT/IAM Service offered under Special Item Numbers 132-51 IT/IAM Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.
- b. Pricing for all IT/IAM Professional Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.

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

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

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

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

Minimum Education: Bachelor's Degree in Computer Science



## 7 APPENDIX A

### 7.1 Job Category Descriptions

#### SIN 132-51: Information Technology Professional Services

| Labor Category     | Experience Level | Education   | Years of Experience | General Experience   |
|--------------------|------------------|---|---------------------|--|
| IT Project Manager | Entry Level      | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Less than 2 years   | Experience in overseeing small scaled, non- complex projects, comprised of a small number of deliverables and/or a small number of phases; typically coordinates and delegates the assignments for the consultant project staff numbering up to 5; focal point of contact for Requesting Agency regarding project status, meetings, reporting requirements, scope changes, and issues and concerns raised by consultant staff or Requesting Agency.  |
| IT Project Manager | I                | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Minimum of 2 years  | Experience in overseeing small scaled, non-complex projects, comprised of a small number of deliverables and/or a small number of phases; typically coordinates and delegates the assignments for the consultant project staff numbering up to 10; focal point of contact for Requesting Agency regarding project status, meetings, reporting requirements, scope changes, and issues and concerns raised by consultant staff or Requesting Agency.  |
| IT Project Manager | II               | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Minimum 4 years     | Experience in overseeing medium scaled projects comprised of sub-projects and distinct deliverables; typically coordinates and delegates the assignments for the consultant project staff numbering over 10; focal point of contact for Requesting Agency regarding project status, meetings, reporting requirements; scope changes, and financial, administrative, and technical issues and concerns raised by consultant staff or Requesting Agency.   |
| IT Project Manager | III              | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Minimum 8 years     | Experience in overseeing medium to large scaled projects comprised of sub-projects and distinct deliverables, often comprising a program with multiple work streams; typically coordinates and delegates the assignments for the consultant project staff numbering over 20; focal point of contact for Requesting Agency regarding project status, meetings, reporting requirements, scope changes, and financial, administrative, and technical issues and concerns raised by consultant staff or Requesting Agency. |
| IT Project Manager | IV               | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Minimum 12 years    | Experience in overseeing medium to large scaled projects comprised of sub-projects and distinct deliverables, often comprising a program with multiple work streams; typically coordinates and delegates the assignments for the consultant project staff numbering over 30; focal point of contact for Requesting Agency regarding project status, meetings, reporting requirements, scope changes, and financial, administrative, and technical issues and concerns raised by consultant staff or Requesting Agency. |
| IT Project Manager | V                | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Minimum 16 years    | Experience in overseeing medium to large scaled projects comprised of sub-projects and distinct deliverables, often comprising a program with multiple work streams; typically coordinates and delegates the assignments for the consultant project staff numbering over 40; focal point of contact for Requesting Agency regarding project status, meetings, reporting requirements, scope changes, and financial, administrative, and technical issues and concerns raised by consultant staff or Requesting Agency. |



| Labor Category            | Experience Level | Education   | Years of Experience | General Experience   |
|---------------------------|------------------|---|---------------------|--|
| IT Programmer / Developer | Entry Level      | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Less than 2 years   | Experience with writing application software, data analysis, data access, data structures, data manipulation, databases, design, programming, testing and implementation, technical and user documentation, software conversions; environments include but are not limited to mainframe, mid-range, personal computers, laptops.   |
| IT Programmer / Developer | I                | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Minimum of 2 years  | Experience with writing application software, data analysis, data access, data structures, data manipulation, databases, design, programming, testing and implementation, technical and user documentation, software conversions; environments include but are not limited to mainframe, mid-range, personal computers, laptops.   |
| IT Programmer / Developer | II               | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Minimum 4 years     | Experience with writing application software, data analysis, data access, data structures, data manipulation, databases, programming, testing and implementation, technical and user documentation, software conversions; environments include but are not limited to mainframe, mid-range, personal computers, laptop; available to assist and/or lead in the design of program specifications and the implementation of software solutions.  |
| IT Programmer / Developer | III              | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Minimum 8 years     | Experience with writing application software, data analysis, data access, data structures, data manipulation, databases, programming, testing and implementation, technical and user documentation, software conversions; environments include but are not limited to mainframe, mid-range, personal computers, laptop; available to assist and/or lead in the design of program specifications and the implementation of software solutions.  |
| IT Programmer / Developer | IV               | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Minimum 12 years    | Experience with writing application software, data analysis, data access, data structures, data manipulation, databases, programming, testing and implementation, technical and user documentation, software conversions; environments include but are not limited to mainframe, mid-range, personal computers, laptop; available to assist and/or lead in the design of program specifications and the implementation of software solutions.  |
| IT Programmer / Developer | V                | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Minimum 16 years    | Experience with writing application software, data analysis, data access, data structures, data manipulation, databases, programming, testing and implementation, technical and user documentation, software conversions; environments include but are not limited to mainframe, mid-range, personal computers, laptop; available to assist and/or lead in the design of program specifications and the implementation of software solutions.<br><br><i>This category (V) has 16 years of experience. It's a senior role that ends up playing a lead/management role for other developer resources on an IT Project. I have added the phrase to the description.</i> |



| Labor Category | Experience Level | Education   | Years of Experience | General Experience   |
|----------------|------------------|---|---------------------|--|
| IT Specialists | Entry Level      | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Less than 2 years   | Experience in a specific technical and/or business application that is beyond the requirements addressed in the Programmer (Entry level) labor category.   |
| IT Specialists | I                | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Minimum of 2 years  | Experience in a specific technical and/or business application that is beyond the requirements addressed in the Programmer I labor category  |
| IT Specialists | II               | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Minimum 4 years     | Experience in a specific technical and/or business application that is beyond the requirements addressed in the Programmer II labor category.  |
| IT Specialists | III              | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Minimum 8 years     | Experience in a specific technical and/or business application that is beyond the requirements addressed in the Programmer III labor category.   |
| IT Specialists | IV               | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Minimum 12 years    | Experience in a specific technical and/or business application that is beyond the requirements addressed in the Programmer III labor category.   |
| IT Specialists | V                | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Minimum 16 years    | Experience in a specific technical and/or business application that is beyond the requirements addressed in the Programmer III labor category.<br><br><i>This category (V) has 16 years of experience. It's a senior role that ends up playing a lead/management role for other specialist resources on an IT Project. I have added the phrase to the description.</i> |



| Labor Category | Experience Level | Education   | Years of Experience | General Experience   |
|----------------|------------------|---|---------------------|--|
| IT Analyst     | Entry Level      | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Less than 2 years   | Experience providing specialized knowledge of system requirements and programming specifications. Designs solutions based on customer needs and technical considerations. Analyzes job tasks, organizational structure and user requirements to provide system-wide solutions. Applies analytical expertise to assist in defining, analyzing, validating and documenting complex operating environments, states of technology and current processes.   |
| IT Analyst     | I                | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Minimum of 2 years  | Experience providing specialized knowledge of system requirements and programming specifications. Designs solutions based on customer needs and technical considerations. Analyzes job tasks, organizational structure and user requirements to provide system-wide solutions. Applies analytical expertise to assist in defining, analyzing, validating and documenting complex operating environments, states of technology and current processes.   |
| IT Analyst     | II               | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Minimum 4 years     | Experience providing specialized knowledge of system requirements and programming specifications. Designs solutions based on customer needs and technical considerations. Analyzes job tasks, organizational structure and user requirements to provide system-wide solutions. Applies analytical expertise to assist in defining, analyzing, validating and documenting complex operating environments, states of technology and current processes.   |
| IT Analyst     | III              | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Minimum 8 years     | Experience providing specialized knowledge of system requirements and programming specifications. Designs solutions based on customer needs and technical considerations. Analyzes job tasks, organizational structure and user requirements to provide system-wide solutions. Applies analytical expertise to assist in defining, analyzing, validating and documenting complex operating environments, states of technology and current processes.   |
| IT Analyst     | IV               | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Minimum 12 years    | Experience providing specialized knowledge of system requirements and programming specifications. Designs solutions based on customer needs and technical considerations. Analyzes job tasks, organizational structure and user requirements to provide system-wide solutions. Applies analytical expertise to assist in defining, analyzing, validating and documenting complex operating environments, states of technology and current processes.   |
| IT Analyst     | V                | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Minimum 16 years    | Experience providing specialized knowledge of system requirements and programming specifications. Designs solutions based on customer needs and technical considerations. Analyzes job tasks, organizational structure and user requirements to provide system-wide solutions. Applies analytical expertise to assist in defining, analyzing, validating and documenting complex operating environments, states of technology and current processes. Analysts must possess professional training or equivalent experience in one of the following types of disciplines: computer science; computer systems; decision support; computer security; electronic commerce; business process reengineering; business process analyses; information architecture planning and design; engineering; operations research; modeling and simulation; math; physics; quality assurance; systems analysis; business or management.<br><br><i>This category (V) has 16 years of experience. It's a senior role that ends up playing a lead/ management role for other Analysts resources on an IT Project. I have added the phrase to the description.</i> |



| Labor Category | Experience Level | Education   | Years of Experience | General Experience   |
|----------------|------------------|---|---------------------|--|
| IT Technician  | Entry Level      | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Less than 2 years   | Experience providing specialized knowledge of complex customer processes and requirements. Applies technical expertise to assist in defining, analyzing, validating, and documenting complex operating environments, states of technology and current engineering processes. Conducts complex technical investigations through advanced research techniques, analysis or development phases of engineering projects.   |
| IT Technician  | I                | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Minimum of 2 years  | Experience providing specialized knowledge of complex customer processes and requirements. Applies technical expertise to assist in defining, analyzing, validating, and documenting complex operating environments, states of technology and current engineering processes. Conducts complex technical investigations through advanced research techniques, analysis or development phases of engineering projects.   |
| IT Technician  | II               | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Minimum 4 years     | Experience providing specialized knowledge of complex customer processes and requirements. Applies technical expertise to assist in defining, analyzing, validating, and documenting complex operating environments, states of technology and current engineering processes. Conducts complex technical investigations through advanced research techniques, analysis or development phases of engineering projects.   |
| IT Technician  | III              | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Minimum 8 years     | Experience providing specialized knowledge of complex customer processes and requirements. Applies technical expertise to assist in defining, analyzing, validating, and documenting complex operating environments, states of technology and current engineering processes. Conducts complex technical investigations through advanced research techniques, analysis or development phases of engineering projects.   |
| IT Technician  | IV               | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Minimum 12 years    | Experience providing specialized knowledge of complex customer processes and requirements. Applies technical expertise to assist in defining, analyzing, validating, and documenting complex operating environments, states of technology and current engineering processes. Conducts complex technical investigations through advanced research techniques, analysis or development phases of engineering projects.   |
| IT Technician  | V                | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Minimum 16 years    | Experience providing specialized knowledge of complex customer processes and requirements. Applies technical expertise to assist in defining, analyzing, validating, and documenting complex operating environments, states of technology and current engineering processes. Conducts complex technical investigations through advanced research techniques, analysis or development phases of engineering projects.<br><br><i>It's a senior role that ends up playing a lead/ management role for other Technical resources on an IT Project.</i> |



| Labor Category  | Experience Level | Education   | Years of Experience |
|---|------------------|---|---------------------|
| <p><i>User Experience Researcher works to reveal what users need from products by conducting primary research, exploring their behaviors and motivations, and working with teams of Designers, Product Owners, and others to develop new features and enhancements to user experience. The UXR inspires changes at all stages of product development by delivering compelling oral, written, and visual presentations about our findings; and helps the UX team understand what would make users' experiences feel more intuitive, accessible, and productive</i></p> |                  |   |                     |
| IT User Experience (UX) Researcher & Analyst  | Entry Level      | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Less than 2 years   |
| IT User Experience (UX) Researcher & Analyst  | I                | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Minimum of 2 years  |
| IT User Experience (UX) Researcher & Analyst  | II               | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Minimum 4 years     |
| IT User Experience (UX) Researcher & Analyst  | III              | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Minimum 8 years     |
| IT User Experience (UX) Researcher & Analyst  | IV               | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Minimum 12 years    |
| IT User Experience (UX) Researcher & Analyst  | V                | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Minimum 16 years    |
| <p><i>This category (V) has 16 years of experience. It's a senior role that ends up playing a lead / management role for other User Experience (UX) Research &amp; Analyst resources on an IT Project.</i></p>  |                  |   |                     |



| Labor Category  | Experience Level | Education   | Years of Experience |
|---|------------------|---|---------------------|
| <p><i>UX designers are primarily concerned with how the product feels. A given design problem has no single right answer. UX designers explore many different approaches to solving a specific user problem. The broad responsibility of a UX designer is to ensure that the product logically flows from one step to the next. One way that a UX designer might do this is by conducting in-person user tests to observe one's behavior. By identifying verbal and non-verbal stumbling blocks, they refine and iterate to create the "best" user experience. An example project is creating a delightful onboarding flow for a new user. Define interaction models, user task flows, and UI specifications. Communicate scenarios, end-to-end experiences, interaction models, and screen designs to stakeholders. Work with our creative director and visual designers to incorporate the visual identity of into features. Develop and maintain design wireframes, mockups, and specifications as needed.</i></p> |                  |   |                     |
| IT User Experience (UX) Designer  | Entry Level      | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Less than 2 years   |
| IT User Experience (UX) Designer  | I                | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Minimum of 2 years  |
| IT User Experience (UX) Designer  | II               | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Minimum 4 years     |
| IT User Experience (UX) Designer  | III              | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Minimum 8 years     |
| IT User Experience (UX) Designer  | IV               | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Minimum 12 years    |
| IT User Experience (UX) Designer  | V                | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Minimum 16 years    |
| <p><i>This category (V) has 16 years of experience. It's a senior role that ends up playing a lead / management role for other User Experience (UX) Designer resources on an IT Project.</i></p>  |                  |   |                     |



| Labor Category   | Experience Level | Education   | Years of Experience |
|--|------------------|---|---------------------|
| <p><i>Information architecture (IA) involves the way a website/ app is structured and how the content is organized. The goal is to help users find information and complete tasks. Information architecture is the creation of a structure for a website, application, or other project, that allows us to understand where we are as users, and where the information we want is in relation to our position. Information architecture results in the creation of site maps, hierarchies, categorizations, navigation, and metadata. When a content strategist begins separating content and dividing it into categories, she is practicing information architecture. When a designer sketches a top-level menu to help users understand where they are on a site, he is also practicing information architecture.</i></p> <p><i>Experience documenting complex digital properties (websites, mobile apps, products, and system services). Extremely detailed documentation, ability to find discrepancies, cracks, etc. amongst complex site documentation. Proficient with Mockplus, Axure, Omnigraffle, Keynote, as well as Visio and any other programs directly related to IA. Analyze available information and assets to assess optimal IA approach. Strong communication skills (written and verbal), and an ability to present effectively to agency and client staff. Needs to be analytical, creative and curious.</i></p> |                  |   |                     |
| IT Information Architect (IA)  | Entry Level      | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Less than 2 years   |
| IT Information Architect (IA)  | I                | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Minimum of 2 years  |
| IT Information Architect (IA)  | II               | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Minimum 4 years     |
| IT Information Architect (IA)  | III              | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Minimum 8 years     |
| IT Information Architect (IA)  | IV               | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Minimum 12 years    |
| IT Information Architect (IA)  | V                | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Minimum 16 years    |
| <p><i>This category (V) has 16 years of experience. It's a senior role that ends up playing a lead / management role for other Information Architect (IA) resources on an IT Project.</i></p>  |                  |   |                     |



| Labor Category  | Experience Level | Education   | Years of Experience |
|---|------------------|---|---------------------|
| <p><i>Unlike UX designers who are concerned with the overall feel of the product, user interface designers are about how the product is laid out. They oversee designing each screen or page with which a user interacts and ensuring that the UI visually communicates the path that a UX designer has laid out. i.e., a UI designer creating an analytics dashboard might front load the most important content at the top, or decide whether a slider or a control knob makes the most intuitive sense to adjust a graph. UI designers are also responsible for creating a cohesive style guide and ensuring that a consistent design language is applied across the product. Maintaining consistency in visual elements and defining behavior such as how to display error or warning states fall under the purview of a UI designer.</i></p> |                  |   |                     |
| IT User Interface (UI) Designer   | Entry Level      | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Less than 2 years   |
| IT User Interface (UI) Designer   | I                | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Minimum of 2 years  |
| IT User Interface (UI) Designer   | II               | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Minimum 4 years     |
| IT User Interface (UI) Designer   | III              | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Minimum 8 years     |
| IT User Interface (UI) Designer   | IV               | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Minimum 12 years    |
| IT User Interface (UI) Designer   | V                | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Minimum 16 years    |
| <p><i>This category (V) has 16 years of experience. It's a senior role that ends up playing a lead / management role for other User Interface (UI) Designer resources on an IT Project.</i></p>   |                  |   |                     |



| Labor Category  | Experience Level | Education   | Years of Experience |
|---|------------------|---|---------------------|
| <p><i>In an Interaction Designer role, the resource will tackle complex tasks and transform them into intuitive, accessible and easy-to-use designs for end users around the world-from the first-time user to the sophisticated expert. Achieving this goal requires collaboration with teams of designers, researchers, engineers and product managers throughout the design process-from creating user flows and wireframes to building user interface mockups and prototypes. At each stage, the resource will anticipate what users need, advocate for them and ensure that the product meets the needs.</i></p> |                  |   |                     |
| IT Interaction Designer (IxD)   | Entry Level      | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Less than 2 years   |
| IT Interaction Designer (IxD)   | I                | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Minimum of 2 years  |
| IT Interaction Designer (IxD)   | II               | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Minimum 4 years     |
| IT Interaction Designer (IxD)   | III              | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Minimum 8 years     |
| IT Interaction Designer (IxD)   | IV               | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Minimum 12 years    |
| IT Interaction Designer (IxD)   | V                | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Minimum 16 years    |
| <p><i>This category (V) has 16 years of experience. It's a senior role that ends up playing a lead / management role for other Interaction Designer resources on an IT Project.</i></p>   |                  |   |                     |



| Labor Category  | Experience Level | Education   | Years of Experience |
|---|------------------|---|---------------------|
| <p><b>Facilitating the team’s progress toward the goal:</b> <i>The Scrum Master/ Development Team Lead will serve as a trained team facilitator constantly engaged in challenging the old norms of development while keeping the team focused on the goals of the iteration.</i></p> <p><b>Leading the team’s efforts in continuous improvement:</b> <i>The Scrum Master/ Development Team Lead will help the team improve, helping the team take responsibility for their actions, and helping the team become problem solvers for themselves</i></p> <p><b>Advocate Agile Values:</b> <i>The Scrum Master/ Development Team Lead will lead the team on agile practices.</i></p> <p><b>Eliminating impediments:</b> <i>The Scrum Master/ Development Team Lead will remove any blocking issues beyond the team’s authority or will solicit support from other teams/ stakeholders until a resolution is reached, so that the team can remain focused on achieving the objectives of the iteration.</i></p> |                  |   |                     |
| IT Scrum Master   | Entry Level      | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Less than 2 years   |
| IT Scrum Master   | I                | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Minimum of 2 years  |
| IT Scrum Master   | II               | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Minimum 4 years     |
| IT Scrum Master   | III              | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Minimum 8 years     |
| IT Scrum Master   | IV               | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Minimum 12 years    |
| IT Scrum Master   | V                | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Minimum 16 years    |
| <p><i>This category (V) has 16 years of experience. It's a senior role that ends up playing a lead / management role for other Scrum Master resources on an IT Project.</i></p>   |                  |   |                     |



| Labor Category   | Experience Level | Education   | Years of Experience |
|--|------------------|---|---------------------|
| <p><i>As a Product Owner, you will be the primary interface between the key internal stakeholders of one or more applications, which involves active engagement in producing the vision and roadmap for the product. You will be responsible for ensuring a prioritized backlog is maintained so that each successive development sprint can be planned clearly and efficiently, and that development decisions are aligned with business needs. The Product Owner actively participates in the day to day activities of the development team. Set clear goals and communicate these and the project vision at the beginning of every release and sprint so that the team understands the objectives and is equipped to realize it. Prioritize and sequence the backlog according to business value or ROI. Participate with team(s) in the backlog grooming process and user story pointing. Understand dependency relationships and risks. Participate in planning meetings, reviews and retrospectives.</i></p> |                  |   |                     |
| IT Product Owner / Manager   | Entry Level      | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Less than 2 years   |
| IT Product Owner / Manager   | I                | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Minimum of 2 years  |
| IT Product Owner / Manager   | II               | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Minimum 4 years     |
| IT Product Owner / Manager   | III              | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Minimum 8 years     |
| IT Product Owner / Manager   | IV               | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Minimum 12 years    |
| IT Product Owner / Manager   | V                | A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree | Minimum 16 years    |
| <p><i>This category (V) has 16 years of experience. It's a senior role that ends up playing a lead / management role for other IT Product Owner / Manager resources on an IT Project.</i></p>  |                  |   |                     |

## IT Agile Coach / Trainer:

An Agile Coach performs many different tasks within an agile framework and environment for IT Software Projects and the organization. The Agile Coach within an organization looking to transform IT Development Processes can take on the following responsibilities:

### Educate Colleagues

The Agile Coach must educate employees at all levels, including senior, and at times clients, on Agile principles, providing them with tools for implementing the process in their own work. They provide training sessions and teach valuable skills that lead toward the organization-wide adoption of Agile methodologies.

### Mentor Team

As a mentor, the Agile Coach is responsible for guiding teams into the Agile methodology, providing employees with feedback and means of improvement, catalyzing organizational growth and answering questions. They provide hands-on support to all employees, collaborating with people across widely varying levels and roles, leading teams toward further understanding and adoption of Agile as well as overall company growth and improvement.

### Develop Agile Adoption Strategy

The Agile Coach is responsible for designing a strategy for the organizational adoption of Agile. This includes every stage of adoption, from the introduction of Agile and employee education, to fostering teams and cultures that practice Agile, to sustaining Agile methodologies and continually offering strategies for improvement.

### Implement Agile Framework

This task entails implementing Agile process, principles and practices across all levels and departments in an organization. The Agile Coach must use techniques that increase collaboration, predictability, transparency and promote a culture of experimentation and innovation. In-order to do this, the Agile Coach must also embody the Agile principles and lead by example. Implementation of framework is at the organization level not just the project team.

It is important to understand the Agile Software Development framework in-order to understand Agile Coach and other Agile resources roles & responsibilities. Here are few references:

- [https://en.wikipedia.org/wiki/Agile\\_software\\_development](https://en.wikipedia.org/wiki/Agile_software_development)
- <https://www.agilealliance.org/agile101/the-agile-manifesto/>

**Education:** A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree

**Certifications:** Certified Scrum Master (CSM), Certified Scrum Product Owner (CSPO), Certified Enterprise Coach (CEC)

*Note: The certifications are desirable but not required to be an Agile Coach.*

## IT Program Managers

Program management or programme management is the process of managing several related projects, often with the intention of improving an organization's performance. In practice, it is often closely related to systems engineering, industrial engineering, change management, and business transformation.

**Governance:** The structure, process, and procedure to control operations and changes to performance objectives. Governance must include a set of metrics to indicate the health and progress of the program in the most vital areas.

**Alignment:** The program must support a higher-level vision, goals and objectives.

**Assurance:** Verify and validate the program, ensuring adherence to standards and alignment with the vision.

**Management:** Ensure there are regular reviews, there is accountability, and that management of projects, stakeholders and suppliers is in place.

**Integration:** Ensure that component parts fit together properly to make the intended whole. Optimize performance across the program value chain, functionally and technically.

**Finances:** Track basic costs together with wider costs of administering the program.

**Infrastructure:** Allocation of resources influences the cost and success of the program. Infrastructure might cover offices, version control, and IT.

**Planning:** Develop the plan to bring together on projects; resources, timescales, monitoring and control.

**Improvement:** Continuously assess performance; research and develop new capabilities; and systemically apply learning and knowledge to the program.

### Responsibilities of the IT Program Manager:

- Daily program management throughout the program life cycle;
- Defining the program governance (controls);
- Planning the overall program and monitoring the progress;
- Managing the program's budget;
- Managing risks and issues and taking corrective measurements;
- Coordinating the projects and their interdependencies;
- Managing and utilizing resources across projects;
- Managing stakeholders' communication;
- Aligning the deliverables (outputs) to the program's "outcome" with the aid of the business change manager; and
- Managing the main program documentations such as the program initiation document.

### Skills and attributes of the IT Program Manager:

The program manager must have strong practical experience in project management, which was gained through managing large and complex projects. He or she must have the following:

- Good knowledge and handling of project and program management methodology and techniques;
- Good understanding of the wider objectives of the program;
- Ability to work positively with the wide range of individuals involved in program management;
- Strong leadership and management skills;
- Good knowledge of budgeting and resource allocation procedures; and
- The ability to find innovative ways to resolve problems.

**Education:** A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree

**Certifications: PMP (Project Management Professional), PgMP (Program Management Professional)**

*Note: The certifications are desirable but not required*

## IT Portfolio Managers:

The IT Portfolio Manager is a member of the Portfolio Management team. This position is the single point of contact for one or more IT Project or Service Portfolios. The IT Portfolio Manager works with all functions within IT, and across customers as required, ensuring processes, projects, and service requests are executed as designed and measured accurately and completely. The position will mentor and assist the members of the Project Management Office team to implement project and process governance standards, and will rollout end-to-end initiatives across IT. The IT Portfolio Manager is responsible for examining existing project and process governance practices, evaluating them within the context of organizational goals, and proposing changes or enhancements to help achieve those goals. The IT Portfolio Managers will assist IT Directors in preparation of decision items, change management plans, and departmental strategies as they relate to relevant project and IT service areas. Working closely with fiscal partners, the IT Portfolio Manager aligns projects, program/products with strategy, prioritization, and resource management across his/her portfolio, and across IT.

### The 3 key areas an IT Portfolio Manager focuses on are

- (1) Portfolio Management
- (2) Portfolio Process Governance
- (3) Portfolio Communication & Reporting

**Education:** A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree

## IT Management Consultants:

IT Management Consultants help organizations to solve issues, create value, maximize growth and improve business performance. They use their IT and business skills to provide objective advice and expertise and help an organization to develop any specialist skills that it may be lacking.

The job category role will primarily be concerned with the strategy, structure, transformation, management and operations of a company. Your role is to identify options for the organization and suggest recommendations for change, as well as advising on additional resources to implement solutions. Types of work can include: business strategy, e-business, financial and management controls, human resources, information technology.

As an IT Management Consultant, you'll need to:

- carry out data collection, research and analysis to understand the organization;
- interview the client's employees, management team and other stakeholders;
- run focus groups and facilitate workshops;
- prepare business proposals and presentations;
- identify issues and form hypotheses and solutions;
- present findings and recommendations to clients;
- implement solutions and ensure the client receives the necessary assistance to carry it all out;
- manage projects and programs;
- lead and manage those within the team, including analysts;
- liaise with the client to keep them informed of progress and to make relevant decisions.
- Provide transformative research, analysis and advice.
- Lead IT transformation effort to save cost, streamline IT processes,

IT Management Consultants are visionaries and work with CEOs, CIOs, and Executive level resources to help transform and align Information Technology organizations.

**Education:** A Bachelor's degree (BS/BA) or higher, certifications or experience can substitute for degree



244 5<sup>TH</sup> AVE; STE H241  
New York, NY 10001  
(917) 849 - 9303

**THE PAGE IS LEFT BLANK ON PURPOSE.**

*This is the end of the document.*