



Authorized Federal Supply Schedule

Multiple Award Schedule Number: GS-35F-362DA

Contract Period: June 21, 2016 Through June 20, 2021

Price list current as of Modification PS-A812 effective 2/28/2020

FSC Group	Large Category	Sub-Category	SIN	Description
MAS	Information Technology	IT Services	54151S	Information Technology Professional Services
MAS	Information Technology	IT Solutions	518210C	Cloud and Cloud-Related IT Professional Services

FPDS Code D302 IT Systems Development Services
 FPDS Code D305 IT and Telecom-Teleprocessing, Timeshare, and Cloud Computing
 FPDS Code D306 IT Systems Analysis Services
 FPDS Code D307 Automated Information Systems Design and Integration Services
 FPDS Code D308 Programming Services
 FPDS Code D310 IT Backup and Security Services
 FPDS Code D316 IT Network Management Services
 FPDS Code D399 Other Information Technology Services, Not Elsewhere Classified

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

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

Contractor:

I-VisioNET, Inc.
21513 Waters Discovery Terrace
Germantown, MD 20876-6946
Phone: 301-841-7081
Fax: 301-540-6928
Web site: www.ivationet.com/gsa

Business size: Small, Disadvantaged Business

1) CUSTOMER INFORMATION

a) TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs): See Pages 19 and 20

SIN 54151S (Information Technology Professional Services) and 518210C, Cloud and Cloud-Related IT Professional Services

b) HOURLY RATE DESCRIPTIONS: See Pages 20-31 for Labor Category Hourly Rates

2. **MAXIMUM ORDER:** The maximum order value for SIN 518210C and 54151S is \$500,000 per order.
3. **MINIMUM ORDER:** The minimum order value for SIN 518210C and 54151S is \$100.00
4. **GEOGRAPHIC COVERAGE:** The geographic scope of this contract is the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington DC and U.S. Territories.
5. **POINT(S) OF PRODUCTION:**

SIN 54151S	N/A
SIN 518210C	US
6. **Discount from List Price or Statement of net Price:** GSA Net Prices are shown in the enclosed GSA Pricelist. Negotiated discount has been applied and the IFF has been added.
7. **QUANTITY DISCOUNT(S):** None
 - **PROMPT PAYMENT TERMS:** Prompt Payment: 1%10 days, Net 30;
 - Quantity: None
 - Government Educational Institutions: Same discounts as all other Government customers.
 - Other: None.
8. **Trade Agreements Act of 1979, as Amended.** All items are U.S. made end products, designated country and products, Caribbean Basin country end products, Canadian end products, or Mexican end products as defined in the Trade Agreements Act of 1979, as amended.
- 9a. Government Purchase Cards are accepted at or below the micro-purchase threshold.
- 9b. Government Purchase Cards are accepted above the micro-purchase threshold.
10. **FOREIGN ITEMS:** Not Applicable
- 11a. **TIME OF DELIVERY:** As agreed upon between i-VisioNET and ordering activity.
- 11b. **EXPEDITED DELIVERY:** As agreed upon between i-VisioNET and ordering activity.
- 11c. **OVERNIGHT AND 2-DAY DELIVERY:** As agreed upon between i-VisioNET and ordering activity.
- 11d. **URGENT REQUIREMENTS:** Agencies can contact the Contractor's representative to affect a faster delivery. Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery.

12. FOB POINT: Destination

13a. ORDERING ADDRESS:

I-VisionNET, Inc.
21513 Waters Discovery Terrace
Germantown, MD 20876-6946
Attn: GSA Coordinator
301-841-7081
gsa@ivisionet.com

13b. ORDERING PROCEDURES: Ordering activities shall use the ordering procedures described in Federal Acquisition Regulation 8.405-3 when placing an order or establishing a BPA for supplies or services. The ordering procedures, information on Blanket Purchase Agreements (BPA's) and a sample BPA can be found at the GSA/FSS Schedule Homepage (fss.gsa.gov/schedules).

14. PAYMENT ADDRESS:

Attn: Accounting
I-VisionNET, Inc.
21513 Waters Discovery Terrace
Germantown, MD 20876-6946
301-841-7081
accounting@ivisionet.com

For wire or ACH payments, i-VisionNET will provide the necessary information on the invoice.

15. WARRANTY PROVISION: N/A

16. EXPORT PACKING CHARGES: Not Applicable.

17. TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE: Government Purchase Cards will be acceptable for payments. Bank account information for wire transfer payments or ACH payments will be shown on the invoices.

18. TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR: Not Applicable.

19. TERMS AND CONDITIONS OF INSTALLATION: If applicable, see SIN Terms and Conditions.

20. TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES: Not Applicable.

20a. TERMS AND CONDITIONS FOR ANY OTHER SERVICES: If applicable, see SIN Terms and Conditions.

21. LIST OF SERVICE AND DISTRIBUTION POINTS: Not Applicable.

22. LIST OF PARTICIPATING DEALERS: ChiefofStaff LLC.



- 23. **PREVENTIVE MAINTENANCE:** See SIN Terms and Conditions.

- 24a. **SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants):** Not Applicable.

- 24b. **Section 508 Compliance for Electronic and Information Technology (EIT):** If applicable, section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT) at the following: www.section508.gov

- 25. **DUNS NUMBER: 044273683**

- 26. **NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE:** Contractor has an Active Registration in the SAM database.

**TERMS AND CONDITIONS APPLICABLE TO PURCHASE OF CLOUD COMPUTING SERVICES
(SPECIAL ITEM NUMBER 518210C)**

1. SCOPE

The prices, terms and conditions stated under Special Item Number (SIN) 518210C Cloud Computing Services apply exclusively to Cloud Computing Services within the scope of this Information Technology Schedule.

This SIN provides ordering activities with access to technical services that run in cloud environments and meet the NIST Definition of Cloud Computing Essential Characteristics. Services relating to or impinging on cloud that do not meet all NIST essential characteristics should be listed in other SINs.

The scope of this SIN is limited to cloud capabilities provided entirely as a service. Hardware, software and other artifacts supporting the physical construction of a private or other cloud are out of scope for this SIN. Currently, an Ordering Activity can procure the hardware and software needed to build on premise cloud functionality, through combining different services on other MAS SINs (e.g. 511210).

Sub-categories in scope for this SIN are the three NIST Service Models: Software as a Service (SaaS), Platform as a Service (PaaS), and Infrastructure as a Service (IaaS). Offerors may optionally select a single sub-category that best fits a proposed cloud service offering. Only one sub-category may be selected per each proposed cloud service offering. Offerors may elect to submit multiple cloud service offerings, each with its own single sub-category. The selection of one of three sub-categories does not prevent Offerors from competing for orders under the other two sub-categories. See service model guidance for advice on sub-category selection.

Sub-category selection within this SIN is optional for any individual cloud service offering, and new cloud computing technologies that do not align with the aforementioned three sub-categories may be included without a sub-category selection so long as they comply with the essential characteristics of cloud computing as outlined by NIST.

See Table 1 below for a representation of the scope and sub-categories.

SIN Description	Sub-Categories1
<ul style="list-style-type: none"> • Commercially available cloud computing services • Meets the National Institute for Standards and Technology (NIST) definition of Cloud Computing essential characteristics • Open to all deployment models (private, public, community or hybrid), vendors specify deployment models 	<ul style="list-style-type: none"> • Software as a Service (SaaS): Consumer uses provider’s applications on cloud infrastructure. Does not manage/control platform or infrastructure. Limited application level configuration may be available. • Platform as a Service (PaaS): Consumer deploys applications onto cloud platform service using provider-supplied tools. Has control over deployed applications and some limited platform configuration but does not manage the platform or infrastructure. • Infrastructure as a Service (IaaS): Consumer provisions computing resources. Has control over OS, storage, platform, deployed applications and some limited infrastructure configuration, but does not manage the infrastructure.

Table 1: Description and Sub-Categories

2. SERVICE DESCRIPTION REQUIREMENTS FOR LISTING CONTRACTORS

The description requirements below are in addition to the overall MAS Schedule evaluation criteria described in SCP-FSS-001-N Instructions Applicable to New Offerors (Alternate I – MAR 2016) or SCP-FSS-001-S Instructions Applicable to Successful FSS Program Contractors, as applicable, SCP-FSS-004 and other relevant publications.

Refer to overall MAS Schedule requirements for timelines related to description and other schedule updates, including but not limited to clauses 552.238-81 – section E and clause I-FSS-600. Table 2 summarizes the additional Contractor-provided description requirements for services proposed under the Cloud Computing Services SIN. All mandatory description requirements must be complete, and adequate according to evaluation criteria.

In addition, there is one “Optional” reporting descriptions which exists to provide convenient service selection by relevant criteria. Where provided, optional description requirements must be complete and adequate according to evaluation criteria:

- The NIST Service Model provides sub-categories for the Cloud SIN and is strongly encouraged, but not required. The Service Model based sub-categories provide this SIN with a structure to assist ordering activities in locating and comparing services of interest. Contractors may optionally select the single service model most closely corresponding to the specific service offering.
- If a sub-category is selected it will be evaluated with respect to the NIST Service Model definitions and guidelines in “Guidance for Contractors”.

#	Description Requirement	Reporting Type	Instructions
1	Provide a brief written description of how the proposed cloud computing services satisfies each individual essential NIST Characteristic	Mandatory	The cloud service must be capable of satisfying each of the five NIST essential Characteristics as outlined in NIST Special Publication 800-145. See ‘GUIDANCE FOR CONTRACTORS: NIST Essential Characteristics’ for detailed overall direction, as well as guidance on inheriting essential characteristics.
2	Select NIST deployment models for the cloud computing service proposed.	Mandatory	Contractors must select at least one NIST deployment model as outlined in NIST Special Publication 800- 145 describing how the proposed cloud computing service is deployed. Select multiple deployment models if the service is offered in more than one deployment model. See ‘GUIDANCE FOR CONTRACTORS: NIST Deployment Model’ for detailed direction on how to best categorize a service for the NIST deployment models.
3	Optionally select the most appropriate NIST service model that will be the designated sub- category, or may select no sub-category.	Optional	Contractor may select a single NIST Service model to sub-categorize the service as outlined in NIST Special Publication 800-145. Sub- category selection is optional but recommended. See ‘GUIDANCE FOR CONTRACTORS: NIST Service Model’ for detailed direction on how to best categorize a service for the NIST IaaS, PaaS, and SaaS service models.

Table 2: Cloud Service Description Requirements

3. PRICING OF CLOUD COMPUTING SERVICES

All current pricing requirements for the MAS Schedule, including provision SCP-FSS-001-N (Section III Price Proposal), SCP-FSS-001-S, SCP-FSS-004 (Section III Price Proposal), and clause I-FSS-600 Contract Price Lists, apply. At the current time there is no provision for reducing or eliminating standard price list posting requirements to accommodate rapid cloud price fluctuations.

In addition to standard pricing requirements, all pricing models must have the core capability to meet the NIST Essential Cloud Characteristics, particularly with respect to on-demand self-service, while allowing alternate variations at the task order level at agency discretion, pursuant to the guidance on NIST Essential Characteristics.

4. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character.

a. Acceptance Testing

Any required Acceptance Test Plans and Procedures shall be negotiated by the Ordering Activity at task order level. The Contractor shall perform acceptance testing of the systems for Ordering Activity approval in accordance with the approved test procedures.

b. Training

If training is provided commercially the Contractor shall provide normal commercial installation, operation, maintenance, and engineering interface training on the system. Contractor is responsible for indicating if there are separate training charges.

c. Information Assurance/Security Requirements

The contractor shall meet information assurance/security requirements in accordance with the Ordering Activity requirements at the Task Order level.

d. Related Professional Services

The Contractor is responsible for working with the Ordering Activity to identify related professional services and any other services available on other SINs that may be associated with deploying a complete cloud solution. Any additional substantial and ongoing professional services related to the offering such as integration, migration, and other cloud professional services are out of scope for this SIN.

e. Performance of Cloud Computing Services

The Contractor shall respond to Ordering Activity requirements at the Task Order level with proposed capabilities to Ordering Activity performance specifications or indicate that only standard specifications are offered. In all cases the Contractor shall clearly indicate standard service levels, performance and scale capabilities.

The Contractor shall provide appropriate cloud computing services on the date and to the extent and scope agreed to by the Contractor and the Ordering Activity.

f. Reporting

The Contractor shall respond to Ordering Activity requirements and specify general reporting capabilities available for the Ordering Activity to verify performance, cost and availability. In accordance with commercial practices, the Contractor may furnish the Ordering Activity/user with a monthly summary Ordering Activity report.

5. RESPONSIBILITIES OF THE ORDERING ACTIVITY

The Ordering Activity is responsible for indicating the cloud computing services requirements unique to the Ordering Activity. Additional requirements should not contradict existing SIN or MAS Schedule Terms and Conditions. Ordering Activities should include (as applicable) Terms & Conditions to address Pricing, Security, Data Ownership, Geographic Restrictions, Privacy, SLAs, etc.

Cloud services typically operate under a shared responsibility model, with some responsibilities assigned to the Cloud Service Provider (CSP), some assigned to the Ordering Activity, and others shared between the two. The distribution of responsibilities will vary between providers and across service models. Ordering activities should engage with CSPs to fully understand and evaluate the shared responsibility model proposed. Federal Risk and Authorization Management Program (FedRAMP) documentation will be helpful regarding the security aspects of shared responsibilities, but operational aspects may require additional discussion with the provider.

a. Ordering Activity Information Assurance/Security Requirements Guidance

- i. The Ordering Activity is responsible for ensuring to the maximum extent practicable that each requirement issued is in compliance with the Federal Information Security Management Act (FISMA) as applicable.
- ii. The Ordering Activity shall assign a required impact level for confidentiality, integrity and availability (CIA) prior to issuing the initial statement of work. The Contractor must be capable of meeting at least the minimum security requirements assigned against a low-impact information system in each CIA assessment area (per FIPS 200) and must detail the FISMA capabilities of the system in each of CIA assessment area.
- iii. Agency level FISMA certification, accreditation, and evaluation activities are the responsibility of the Ordering Activity. The Ordering Activity reserves the right to independently evaluate, audit, and verify the FISMA compliance for any proposed or awarded Cloud Computing Services.
- iv. The Ordering Activity has final responsibility for assessing the FedRAMP status of the service, complying with and making a risk-based decision to grant an Authorization to Operate (ATO) for the cloud computing service, and continuous monitoring. A memorandum issued by the Office of Management and Budget (OMB) on Dec 8, 2011 outlines the responsibilities of Executive departments and agencies in the context of FedRAMP compliance.
- v. Ordering activities are responsible for determining any additional information assurance and security related requirements based on the nature of the application and relevant mandates.

b. Deployment Model

If a particular deployment model (Private, Public, Community, or Hybrid) is desired, Ordering Activities are responsible for identifying the desired model(s). Alternately, Ordering Activities could identify requirements and assess Contractor responses to determine the most appropriate deployment model(s).

c. Delivery Schedule

The Ordering Activity shall specify the delivery schedule as part of the initial requirement. The Delivery Schedule options are found in Information for Ordering Activities Applicable to All Special Item Numbers.

1 MEMORANDUM FOR CHIEF INFORMATION OFFICERS: Security Authorization of Information Systems in Cloud Computing Environments. December 8, 2011.

d. Interoperability

Ordering Activities are responsible for identifying interoperability requirements. Ordering Activities should clearly delineate requirements for API implementation and standards conformance.

e. Performance of Cloud Computing Services

The Ordering Activity should clearly indicate any custom minimum service levels, performance and scale requirements as part of the initial requirement.

f. Reporting

The Ordering Activity should clearly indicate any cost, performance or availability reporting as part of the initial requirement.

g. Privacy

The Ordering Activity should specify the privacy characteristics of their service and engage with the Contractor to determine if the cloud service is capable of meeting Ordering Activity requirements. For example, a requirement could be requiring assurance that the service is capable of safeguarding Personally Identifiable Information (PII), in accordance with NIST SP 800-1222 and OMB memos M-06-163 and M-07-164 An Ordering Activity will determine what data elements constitute PII according to OMB Policy, NIST Guidance and Ordering Activity policy.

h. Accessibility

The Ordering Activity should specify the accessibility characteristics of their service and engage with the Contractor to determine the cloud service is capable of meeting Ordering Activity requirements. For example, a requirement could require assurance that the service is capable of providing accessibility based on Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d).

i. Geographic Requirements

Ordering activities are responsible for specifying any geographic requirements and engaging with the Contractor to determine that the cloud services offered have the capabilities to meet geographic requirements for all anticipated task orders. Common geographic concerns could include whether service data, processes and related artifacts can be confined on request to the United States and its territories, or the continental United States (CONUS).

j. Data Ownership and Retrieval and Intellectual Property

Intellectual property rights are not typically transferred in a cloud model. In general, CSPs retain ownership of the Intellectual Property (IP) underlying their services and the customer retains ownership of its intellectual property. The CSP gives the customer a license to use the cloud services for the duration of the contract without transferring rights. The government retains ownership of the IP and data they bring to the customized use of the service as spelled out in the FAR and related materials General considerations of data ownership and retrieval are covered under the terms of MAS Schedule and the FAR and other laws, ordinances, and regulations (Federal, State, City, or otherwise). Because of considerations arising from cloud shared responsibility models, ordering activities should engage with the Contractor to develop more cloud-specific understandings of the boundaries between data owned by the government and that owned by the cloud service provider, and the specific terms of data retrieval.

In all cases, the Ordering Activity should enter into an agreement with a clear and enforceable understanding of the boundaries between government and cloud service provider data, and the form, format and mode of delivery for each kind of data belonging to the government. The Ordering Activity should expect that the Contractor shall transfer data to the government at the government's request at any time, and in all cases when the service or order is terminated for any reason, by means, in formats and within a scope clearly understood at the initiation of the service. Example cases that might require clarification include status and mode of delivery for:

- Configuration information created by the government and affecting the government’s use of the cloud provider’s service.
- Virtual machine configurations created by the government but operating on the cloud provider’s service.
- Profile, configuration and other metadata used to configure SaaS application services or PaaS platform services.

The key is to determine in advance the ownership of classes of data and the means by which Government owned data can be returned to the Government.

k. Service Location Distribution

The Ordering Activity should determine requirements for continuity of operations and performance and engage with the Contractor to ensure that cloud services have adequate service location distribution to meet anticipated requirements. Typical concerns include ensuring that:

- Physical locations underlying the cloud are numerous enough to provide continuity of operations and geographically separate enough to avoid an anticipated single point of failure within the scope of anticipated emergency events.
- Service endpoints for the cloud are able to meet anticipated performance requirements in terms of geographic proximity to service requestors.

Note that cloud providers may address concerns in the form of minimum distance between service locations, general regions where service locations are available, etc.

l. Related Professional Services

Ordering activities should engage with Contractors to discuss the availability of limited assistance with initial setup, training and access to the services that may be available through this SIN. Any additional substantial and ongoing professional services related to the offering such as integration, migration, and other cloud professional services are out of scope for this SIN. Ordering activities should consult the appropriate GSA professional services schedule.

6. GUIDANCE FOR CONTRACTORS

This section offers guidance for interpreting the Contractor Description Requirements in Table 2, including the NIST essential cloud characteristics, service models and deployment models. This section is not a list of requirements.

Contractor-specific definitions of cloud computing characteristics and models or significant variances from the NIST essential characteristics or models are discouraged and will not be considered in the scope of this SIN or accepted in response to Factors for Evaluation. The only applicable cloud characteristics, service model/subcategories and deployment models for this SIN will be drawn from the NIST 800-145 special publication. Services qualifying for listing as cloud computing services under this SIN must substantially satisfy the essential characteristics of cloud computing as documented in the NIST Definition of Cloud Computing SP 800-1457.

Contractors must select deployment models corresponding to each way the service can be deployed. Multiple deployment model designations for a single cloud service are permitted but at least one deployment model must be selected.

In addition, contractors submitting services for listing under this SIN are encouraged to select a sub- category for each service proposed under this SIN with respect to a single principal NIST cloud service model that most aptly characterizes the service. Service model categorization is optional.

Both service and deployment model designations must accord with NIST definitions. Guidance is offered in this document on making the most appropriate selection.

7. SUPPLEMENTAL TERMS FOR THE SAAS OFFERING

In conjunction with your purchase of a subscription for the SaaS Offering, you agree to these Supplemental Terms which are hereby incorporated into the End User License and Services Agreement between Chiefofstaff.com and you (the "Agreement").

a. **ACCESS.** Chiefofstaff.com hereby grants to you a non-exclusive, non-transferable right to access and use the features and functions of the applicable SaaS Offering consistent with the subscription you purchased and paid for. If you exceed the usage limits of the subscription purchased, you will incur additional fees for such excess usage. Unless otherwise agreed in writing, you may not decrease your subscription to the SaaS Offering within any contractual term. You will use commercially reasonable efforts to prevent unauthorized access to, or use of, the SaaS Offering, and notify Chiefofstaff.com promptly of any such unauthorized use known to you.

b. **CONTENT.**

b.1 **Ownership.** You retain all right, title and interest in and to all data, media and information you provide to Chiefofstaff.com (the "Content"). Chiefofstaff.com acknowledges that it neither owns nor acquires any additional rights in and to the Content not expressly granted by this Agreement.

b.2 **Responsibility for Content and Security.** You are responsible for all changes to and/or deletions of Content and the security of all passwords and other access protocols required in order to access the SaaS Offering and are solely responsible for the accuracy, quality, integrity, legality, reliability, and appropriateness of all Content. You shall procure all rights and privileges to obtain and transfer Content to Chiefofstaff.com under the terms of this Agreement. Your provision of such Content to Chiefofstaff.com shall be in compliance with all applicable laws and regulations, including but not limited to all privacy laws and regulations. You understand and agree that the SaaS Offering does not require any Content that reveals personal information such as race, ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, information about an individual's health or sex life, government-issued identification numbers, or financial information. You agree that the use of any such Content is at your discretion and incidental to the use of the SaaS Offering. You represent and warrant that you own or otherwise have sufficient rights to grant Chiefofstaff.com access to and use of the Content in accordance with the terms of this Agreement.

b.3 **License.** You hereby grant to Chiefofstaff.com a non-exclusive, non-transferable right and license (a) to use the Content during the term of this Agreement for the limited purpose of performing Chiefofstaff.com's obligations under this Agreement, and (b) to create anonymous profiles or insights from an analysis of or otherwise based on anonymized, aggregated Content, provided, however, in no event will you or any of your Users be personally identifiable.

c. **CUSTOMER RESPONSIBILITIES.** You shall not use the SaaS Offering to: (i) send any form of duplicative and unsolicited messages; (ii) harvest, collect, gather or assemble information or data regarding other users without their consent; (iii) transmit through or post on the SaaS Offering unlawful, immoral, libelous, tortious, infringing, defamatory, threatening, vulgar, or obscene material or material harmful to minors; (iv) transmit material containing software viruses or other harmful or deleterious computer code, files, scripts, agents, or programs; (v) interfere with or disrupt the integrity or performance of the SaaS Offering or the data contained therein; (vi) attempt to gain unauthorized access to the SaaS Offering, computer systems or networks related to the SaaS Offering; or (viii) interfere with another user's use and enjoyment of the SaaS Offering.

d. **AVAILABILITY AND SERVICE LEVEL CREDITS.**

d.1 **Availability.** The material features and functions of the SaaS Offering shall be available 99.9% of the time during each calendar quarter, except for: (i) the time during which the SaaS Offering is unavailable so that Chiefofstaff.com or its hosting provider can perform maintenance and upgrades ("Planned Maintenance Downtime"); (ii) downtime caused by circumstances beyond Chiefofstaff.com's control, including without limitation, events of Force Majeure; (iii) failure of your infrastructure or connectivity, computer and telecommunications failures; (iv) general Internet outages, including, but not limited to network intrusions or denial-of-service attacks; (v) use of the SaaS Offering in sandbox, trial, beta, staging, pilot, demo and debugger accounts and other nonproduction or test environments; (vi) your or a third party's hardware or software; (vii) actions or inaction by you or any third party; (viii) your failure to modify your use of the SaaS Offering after being advised to do so; (ix) use of beta or trial services; or (x) acts or omissions of you, your employees, agents, or contractors, or anyone gaining access to the SaaS Offering by means of your passwords or equipment.

d.2 **Reporting.** If the SaaS Offering is not available, you shall notify Chiefofstaff.com upon discovery of the unavailability so that Chiefofstaff.com can confirm and determine the cause of the unavailability. As part of the notification, you shall provide (A) your name and contact information; (B) beginning time of the outage; (C) a description of the characteristics of the outage; (D) end user location; (E) URL(s) affected; (F) the internet service provider used to access the SaaS Offering; (G) network traceroutes; and (H) any attempts you made to resolve the outage.

d.3 **Planned Maintenance Downtime.** Planned Maintenance Downtime shall generally not exceed four (4) hours per calendar quarter. However, in the exceptional case that Planned Maintenance Downtime will exceed four (4) hours per calendar quarter, Chiefofstaff.com shall give you notice by e-mail to the e-mail address provided by you. Chiefofstaff.com will schedule Planned Maintenance Downtime between 8:00 pm to midnight, Coordinated Universal Time, as much as practicable.

d.4 **Service Credits.** In the event that Chiefofstaff.com fails to maintain the foregoing availability of the SaaS Offering during any calendar quarter of the subscription, your sole and exclusive remedy shall be to request a service credit in the following percentages of the prorated monthly fees paid for the SaaS Offering: a) for availability less than 99.9%, but greater or equal to 99.5%, a service credit of 10%; b) for availability less than 99.5%, but greater or equal to 99.0%, a service credit of 25%; or c) for availability less than 99.0%, a service credit of 50%. Service credits may be used only to extend the SaaS Offering and shall be applied to your account at the end of the license term. The terms of this section relating to service credits constitute a genuine pre-estimate of the loss or damage that you might suffer as a result of any unavailability of the SaaS Offering and are adequate compensation for any loss or damage caused by any unavailability of the SaaS Offering. To qualify for a service credit, you must notify Chiefofstaff.com of the unavailability and file a claim with Chiefofstaff.com within five (5) business days of the end of the calendar month in which the unavailability occurred. Within thirty (30) days of your request, Chiefofstaff.com will either deny the request or issue a credit memo acknowledging the credit or extension. Availability will be calculated using Chiefofstaff.com's system logs and other records.

e. **SUPPORT AND MAINTENANCE.** Support and Maintenance Services are included as part of the SaaS Offering. Updates are provided to you as part of the Support and Maintenance Services. Chiefofstaff.com reserves the right to determine how and when to develop and apply any Updates to the SaaS Offering. Specific Support and Maintenance services will be discussed with the Ordering Activity.

f. **BACKUP AND DISASTER RECOVERY.** Chiefofstaff.com SaaS Offering is hosted in a primary data center which is backed up by a separate disaster recovery site ("DRS"). Your Content is backed up incrementally on a daily basis and fully on a weekly basis. Chiefofstaff.com employs additional procedures to copy full data backups to the DRS, including mirroring via log shipping. The DRS houses clones of the configurations and Content in the primary data center to ensure a seamless failover. In the event of a disaster, all requests to the primary data center will reroute to the DRS within six (6) hours. This rerouting obligation is for the core service management application only.

8. SURVIVAL. THE PROVISIONS OF SECTIONS A AND B WILL SURVIVE THE TERMINATION OF THESE SUPPLEMENTAL TERMS.

9. CLOUD COMPUTING SERVICES ADHERENCE TO ESSENTIAL CLOUD CHARACTERISTICS

10. ON-DEMAND SELF SERVICE

- ChiefofStaff is an application deployed on a cloud. We utilize the AWS as the cloud infrastructure provider (IaaS).
- AWS provides a fully automated service provisioning capability. ChiefofStaff utilizes the AWS console screens to provision or de-provision the infrastructure.
- AWS gives many options at compute level, database level, storage services. ChiefofStaff orders the provisioning as per the need.
 - For e.g., AWS provides options to choose among number of cpus, memory in the machine.
 - Have different options in allocating storage. There are different types like general purpose SSD, IOPS based SSD, HDD that gives flexibility to choose as per need. And ability to provision / de-provision without cloud provider human intervention.
 - Size of the Storage can also be provisioned as per the need without cloud provider intervention.
- ChiefofStaff is the CSC. And clients of ChiefofStaff.com, does not have any control on the underlying infrastructure. They use ChiefofStaff as a SaaS platform.

11. BROAD NETWORK ACCESS

- The software, ChiefofStaff.com, is accessible over internet through http and standard mechanisms of login process.
- ChiefofStaff.com interface is accessible on Tablets and smart phones.
- Access to the users in an organization (Client of ChiefofStaff.com) is provided through specific user roles and permissions. The roles and permissions can be controlled by ChiefofStaff's client administrators.
- The service itself is hosted on a public Infrastructure cloud provider.
- ChiefofStaff is deployed on a public cloud provider, AWS, which is accessible over internet.
- The cloud computing platform (AWS) is accessible over multiple protocols http (Console based user interface), TCP/IP (CLI , a command line interface).
- The cloud infrastructure is accessible through IAM security and policies. IAM stands for identity access and management that can be used to configure permissions for each and every action.
- The cloud computing can also be controlled from where the computing can be accessed using security lists.
- The cloud computing is controlled by ChiefofStaff.com, utilizing AWS capabilities.
- Clients of ChiefofStaff.com do not have control over underlying cloud computing.

12. RESOURCE POOLING

- ChiefofStaff.com is a multi-tenant application and multiple clients share the same software.
- The data of each client is separated by utilizing the underlying infrastructure and internal software architecture.
- The application itself is hosted on AWS Infrastructure and the location of the hosting is transparent to the state/data center level.
- AWS as underlying IaaS provider is a multi-tenant by its service providing compute, storage, memory, processing, network and many other services.

- And the data center locations are published publicly. So the location of data center at abstract level can be specified for the service hosted.

13. RAPID ELASTICITY

- ChiefofStaff.com as SaaS service provides capability to increase / decrease the services as per the subscription models supported by ChiefofStaff.com.
- These are not fully automated but fast enough to support the requirements of clients.
- ChiefofStaff.com is built with horizontal scalable architecture.
- ChiefofStaff.com utilizes AWS as underlying IaaS.
 - AWS is cloud provider with fully automated and near real-time resource allocation modification as per demand. The costing of the infrastructure is as per the modified resources.
 - ChiefofStaff utilizes the underlying IaaS capabilities to serve its clients.

14. MEASURED SERVICE

- ChiefofStaff.com as SaaS service is based on subscriptions and user accounts.
- Clients can check the number of users that are being allocated to the client.
- User account logins can be monitored by the client to verify the usage of the service.

15. CLOUD COMPUTING SERVICES DEPLOYMENT MODEL

- ChiefofStaff.com as a SaaS service is deployed with public cloud service deployment model.
- A common cloud infrastructure is used to deploy ChiefofStaff.com and the service is used by multiple clients that are not related to each other.
- ChiefofStaff.com utilizes AWS as underlying IaaS that is a public cloud.
 - AWS is a public cloud with shared resources utilized by many unrelated CSCs.
-

16. CLOUD COMPUTING SERVICES SERVICE MODEL

- ChiefofStaff.com is a software application categorized as Software as a Service (SaaS)
- The software helps senior leaders in complex organizations implement plans successfully.
- The CSCs are employees of an organization, who has subscribed to ChiefofStaff.com. The subscription happens at organization level.
- It is a multi-tenant architecture to serve multiple clients with same software. Each organization subscribes to the service and utilizes the functionalities.
- ChiefofStaff.com utilizes Amazon Web Services (AWS) as Underlying IaaS provider.

17. PRICING NARRATIVE

- a. Discounts offered Prompt Payments, volume, quantity
 - i-VisionNET does not offer any discounts beyond the proposed 5%.
- b. Price Reasonableness
 - The proposed pricing is based on the Most Favored Customer, New York Life as described the attached

updated CSP-1. Supporting pricing documentation included in our proposal includes:

- Commercial price list dated January 1, 2018
- Copies of invoice samples

c. Our proposed rates, terms and conditions are equal to or better than our MFC subject to the following exceptions:

- Early adopters incentive: Chiefofstaff.com offered special pricing to new customers during the production launch phase. The company periodically offers companies willing to participate in Alpha and Beta testing special pricing incentives.
- Software only option – Customers that agree to provide internal first and partial second level support
- YMCA special Pricing (non-profit incentive) -

d. Industrial Funding Fee (IFF)

- i-VisioNET understands and accepts the responsibility to support the IFF payment fee of .75% per the requirements in Clause 552.238-74. As required, the IFF will be included in the awarded prices.

e. Government Purchase Cards

- i-VisioNET understands and acknowledges clause 552.232-77, Payment by Commercial Purchase Card. I-VisioNET will accept Government purchase card orders less than or equal to \$3,000.00.

f. Price Reasonableness

- The proposed prices are in accordance with the published commercial price list, effective date of January 1, 2018.

18. SIN 518210C SAAS PRICING

CLIN No.	Product Name	Product Description	GSA Price Without IFF	GSA Price With IFF
COS-0050	COS-Base Subscription	50 to 300 Users	\$2,125.00	\$2,141.06
COS-0301	COS-Base Subscription	301 to 600 Users	\$2,992.50	\$3,015.11
COS-0601	COS-Base Subscription	601-1,000 Users	\$4,275.00	\$4,307.30
COS-0050-SU	COS-Base Setup/OBAT	Initial Plan Setup, onboarding/day	\$2,550.00	\$2,569.27

TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 54151S)

1. SCOPE

- a. The prices, terms and conditions stated under Special Item Number 54151S 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 ordering activity location, as agreed to by the Contractor and the ordering activity.

2. PERFORMANCE INCENTIVES I-FSS-60 PERFORMANCE INCENTIVES (APRIL 2000)

- c. 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.
- d. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- e. 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

- f. 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.
- g. 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

- h. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- i. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- j. 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.
- k. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel

Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

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

- (a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-
- (1) Cancel the stop-work order; or
 - (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.
- (b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-
- (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
 - (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.
- (c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.
- (d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. INSPECTION OF SERVICES

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

7. RESPONSIBILITIES OF THE CONTRACTOR

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

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

9. INDEPENDENT CONTRACTOR

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

10. ORGANIZATIONAL CONFLICTS OF INTEREST

l. 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.

m. 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.

A payment under this contract to provide a service or deliver an article for the United States Government may not be more than the value of the services already provided or the article already delivered. Advance or pre-payment is not authorized or allowed under this contract. (31 U.S.C 3324)

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

**LABOR CATEGORY DESCRIPTIONS AND PRICES FOR INFORMATION TECHNOLOGY (IT)
PROFESSIONAL SERVICES**

**SIN 54151S, 54151SSTLOC, 54151SRC and 54151SARRRA (Information Technology
Professional Services)**

CLIN	POSITION	EDUCATION	yrs.	GENERAL EXPERIENCE	FUNCTIONAL EXPERIENCE
C1006	Analyst, Financial	Bachelors	6	Bachelor's degree in Finance, Accounting, or related degree and five (5) to eight (8) years of Financial experience. Two years of additional financial services experience may be substituted for each year of degree-level education.	Performs the accurate and timely preparation of routine/complex financial reports for management interpretation. Performs various degrees of complexity forecasting and analysis work. Tracks and compiles statistical information. Quantifies the financial impact of the opportunity or issue under review. May assist or lead in the development of long-range financial forecasts and related budgets. Will interface with all levels of management across a broad range of functions.
C1007	Analyst, Financial (Senior)	Bachelors	10	At least 10 years of experience in financial management with demonstrated ability to supervise or lead a team of Analysts. Masters and or CPA preferred.	Serves as a group leader ensuring that a group of analysts are working in concert to automate complex business practices within the time frame specified by the customer and that all of the requirements are met. Must be able to assess products and procedures for compliance with Government standards, accounting principles, and multitiered system application standards. Must be able to grasp interrelationships between financial management requirements and automation solutions, considering the current system environment and the potential integration of added systems concurrently or later. Prepares milestone status reports and presentations for colleagues, subordinates, and end user representatives. Coordinates all aspects of complex financial application automation, requesting guidance only in extremely difficult situations. Completes objectives independently within the negotiated budget
C1022	Audit Supervisor	Bachelors	5	At least 5 years of experience in financial management with demonstrated ability to supervise or lead a team of Analysts.	Supervises project staff on-site, provides technical guidance on work assignments, independently performs major segments of engagement, acts as liaison between project staff and project manager, performs assigned tasks related to the engagement. Responsible for overseeing one engagement with several major areas; provides day-to-day supervision to the senior and junior auditors assigned to the engagement; performs audit work in the more complex areas of the audit; may complete entire audit on small engagements
C1023	Auditor (Senior)	Bachelors	3	At least 3 years of experience in financial management and security auditing roles.	Performs most examinations with minimum supervision; assists junior auditors with work assignments; makes decisions on all but the most unusual accounting, auditing and reporting matters

CLIN	POSITION	EDUCATION	yrs.	GENERAL EXPERIENCE	FUNCTIONAL EXPERIENCE
C1024	Auditor, IT (Senior)	Bachelors	6	Will have a minimum of 6 years' experience; appropriate license; bachelor's degree in accounting or related field; Certified Information Systems Auditor.	Responsible for overseeing information systems audit engagements; provides day-to-day supervision to the Senior and Junior Auditors assigned to the engagement; provides expert advice on the configuration, controls and output of complex systems and related software; ensures that appropriate security and controls system tests are conducted during IS Audit cycles; may complete entire audit on small engagements
C1025	Auditor, Lead	Bachelors	4	4 years' minimum experience. Associates Degree and 6 years' experience may be substituted for Bachelor's Degree.	Under supervision of IT Audit Manager, lead Auditors responsible to conducting detailed test work and documenting results in audit work papers, assisting IT Audit Manager in preparing work plan and all project deliverables, and performs more critical test procedures.
C1026	Auditor, Staff	Bachelors	1	1 Year. Associates Degree and 2 years' experience or HS Diploma and 4 years' experience may be substituted for Bachelor's Degree.	Assists the senior in performing test procedures. Examines accounting documents to verify accuracy and compliance with policies, procedures and acceptable accounting standards, and prepares work papers and supporting documentation.
C1027	Business Process Consultant (Senior)	Masters	10	minimum 10 years' business process engineering direct experience. PhD, 15+ years' experience desired.	Analyzes process and re-engineering, with an understanding of technical problems and solutions as they relate to the current and future business environment. Creates process change by integrating new processes with existing ones and communicating these changes to impacted Business Systems teams. Recommends and facilitates quality improvement efforts. Manages multiple engagements involving significant transformations of the business or information technology of a large enterprise. Works directly with the most senior executives of the enterprise to consult, coach, and advise them regarding strategy, business alignment, enterprise architecture, information technology solutions and the associated impact on the organization and its stakeholders.
C1035	Computer Specialist	Bachelors	2	2 years of experience in evaluating state-of-the-art computer hardware and software and its ability to support specific requirements.	Duties: Participates in the evaluation of state-of-the-art computer hardware and software and assessment of its ability to support specific requirements and to interface with other equipment and systems; determines potential and actual bottlenecks and proposes recommendations for their elimination; and makes recommendations for system improvements that will result in optimization of development and/or maintenance efforts
C1036	Computer Specialist (Senior)	Bachelors	4	4 years of computer experience with system analysis, system programming, application programming, and equipment analysis.	Specialized Experience: At least 3 years of experience either as a computer hardware and/or systems software specialist or as a systems analyst with duties relating to the evaluation of third- and fourth-generation or state-of-the-art computer hardware and software and its ability to support specific requirements for system management or large-scale system development and maintenance. Must be able to develop, manage, maintain, and evaluate state-of-the-art computer hardware, software, and software development tools; evaluate their ability to support specific requirements and interface with other equipment and systems; determine potential and actual bottlenecks and propose recommendations for their elimination; and make

CLIN	POSITION	EDUCATION	yrs.	GENERAL EXPERIENCE	FUNCTIONAL EXPERIENCE
					recommendations for system improvements that will result in optimal hardware and software use.
C1048	Engineer, Information (Senior)	Masters	8	8 years of experience in managing implementation of information engineering projects and experience in systems analysis, design, and programming using CASE and IE tools and methods. Specialized Experience: At least 5 years of experience in information system development, functional and data requirement analysis, system analysis and design, programming, program design, and documentation preparation	Performs information systems development, functional and data requirements analysis, systems analysis and design, programming, program design, system upgrades and documentation preparation. Implements information engineering projects, systems analysis, design and programming using CASE and IE tools and methods, systems planning, business information planning, and business analysis. Applies, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques. Assists in establishing standards for information systems procedures. Manages planned projects for overall installation of application and network systems. Develops action plans with milestones for system upgrades. Provides technical leadership for analysis, integration and support of new products, interfaces and performance enhancements. Analyzes and resolves system software issues. Administers accounts and system access as needed. Assists with the development of training curriculum for customer orientation and use of new and improved systems. Also assists with application customization through process analysis and workflow development including advising customers of database file & table configuration best practices
C1049	Engineer, Information Security	Bachelors	4	Four (4) or more years applicable progressively complex related experiences that may include systems design engineering and integration of complex hardware/software systems.	Performs day-to-day security risk assessment of IT infrastructure including all systems and networks, and assists with application of security risk mitigating controls. Assesses security solutions in the areas of security policy, security architecture, audit and vulnerability assessment. Researches and documents new tools and techniques for current and future usage within systems and networks. Researches and analyzes system compromise and penetration testing, and provides documentation for developments of potential security issues. Assist with computer and network forensic investigations where breaches of security are detected. Formulates and communicates highly technical and complex security concepts to technical and non-technical audiences in a clear and effective manner.
C1050	Engineer, Interdisciplinary	Bachelors	5	A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. A Master's Degree in one of the above disciplines equals one year specialized and two years' general experience	Must be capable of translating mission requirements and information problems into solutions employing current state-of-the-art information system equipment and software. Must be able to define interaction and interface among different categories of requirements, and develop appropriate design to support the requirements while employing Information System methodologies. Must be able to serve as a liaison to interpret and translate various disciplines represented on the task team, and serve as a point of contact for evaluation of problems arising from the interdisciplinary nature of the task.

CLIN	POSITION	EDUCATION	yrs.	GENERAL EXPERIENCE	FUNCTIONAL EXPERIENCE
C1051	Engineer, Interdisciplinary (Senior)	Bachelors	8	Eight (8) years general experience; At least five (5) years of experience in specialized ADP and telecommunications disciplines involving system interfaces, system integration and network development, and/or integration involving a wide range of network, hardware, and software solutions.	Must have demonstrated ability to perform senior level engineering and/or IS tasks in the disparate areas of software, electronics telecommunications, networking, mechanical or civil engineering. Must be capable of translating mission requirements and information problems into solutions employing current state-of-the-art information system equipment and software. Must be able to define interaction with and/or interface between these different categories of requirements and to develop the appropriate design to support these requirements while employing methodologies from any of the above disciplines as required. Must be able to serve as a liaison to interpret and translate among the various disciplines represented on the task team, and serve as a point of contact for evaluation of problems arising from the interdisciplinary nature of the task.
C1052	Engineer, Network (Junior)	Bachelors	4	Four (4) years of general experience in network engineering and communications	Evaluates, installs, configures, tests, and updates networking hardware and software. Advises application developers, users, and consultants on optimal use of networks. Monitors use of networks, adjusts configurations, and designs and implements system enhancements to achieve optimal use of resources and/or user performance. Analyzes and resolves network problems, including functional as well as performance issues. Evaluates, installs, and maintains system-level software, including local modification to operating system software or system level software. Maintains documentation on networking capabilities and equipment, for internal groups, network and technical management. Works with documentation staff to provide material for production of user documentation.
C1053	Engineer, Network (Senior)	Bachelors	6	Six (6) years' experience in hardware, software, and/or other communications technical support services	Designs, installs, and maintains networks that link numerous computing platforms, operating systems, network topologies, and network protocols. Leads the design, development, and testing of hardware, software, and systems used as integral components of LAN/WAN data communication systems. Leads the integration and installation of hardware, software, and systems used as components in LAN/WAN data communications systems. Leads in operations and maintenance training for hardware, software, and systems used in LAN/WAN data communications systems. In-depth knowledge of network management tools, techniques, and procedures. Experienced in developing monitoring, and reporting network performance metrics.

CLIN	POSITION	EDUCATION	yrs.	GENERAL EXPERIENCE	FUNCTIONAL EXPERIENCE
C1054	Engineer, Network Security	Bachelors	4	Bachelor's degree in the fields of computer science, engineering or related fields is preferred; however, a combination of 4 to 5 years of post-high school education, an effort to obtain certification and relevant work experience in the fields of networks, servers, routers, sensors, security assessment and/or network design and application development may be substituted for a degree with approval of the client.	1) Security assessments with related documentation, security upgrades of live networks, desktop systems, servers, and associated enterprise databases working closely with InfoSec Auditors and Analyst leading to successful accreditation and certification of the network and related systems. 2) Experience with security requirements and vulnerabilities against FISMA, and NIST standards; 3) Experience developing specific policy and procedure for compliance with FISMA and FISCAM requirements; 4) Experience performing full security certification and accreditation functions (Perform full security C&A functions); Experience developing requirements for, evaluating, installing, documenting policies and procedures, executing and monitoring Products, Tools & Processes and with using and/or assessing as many of the network products & tools. DOD INSTRUCTIONS and MIL STANDARDS may be required based upon the client involved: DoD 5000 series, NIST SP-800 series, DITSCAP, Rainbow series/Common Criteria, DoD & Federal Architecture Framework, DoD 5015.2, CJCSM 6231, 6510.01, CJCSI 3170.01d, MILSTD-S-901, 461, 498, DCID series, and others.
C1080	IT Professional (Senior)	Bachelors	10	Minimum/General Experience: Ten (10) years of experience in IT. Minimum Education: BS or BA; MA preferred	Functional Responsibility: Responsible for the development of program and system specifications based on requirements obtained from end-users. Supervises Software Developers and manages other deliverables for system and subsystem development.
C1092	Planner, Information Technology (Senior)	PhD	10	Minimum/General Experience: Eight (8) years of experience in IT or network management. Minimum Education: BA or BS in a related field.	Functional Responsibility: Apply various engineering design, build processes, and network operations and support processes as needed; map processes and inter-linkages. Coordinate with operations, sales and other departments in the company. Vendor management and integrating vendor support into technical and process functions of the engineering organization. Provides overview of telecom networks (Ethernet, IP, SONET, switching, fiber optic, microwave, satellite and other access networks including GPON), the technologies, process and systems used to engineer, design, build and operate such networks. Evaluates new technology, analyzes trends, identifies resource needs, and develops the integration of technical activities.
C1094	Program Manager - 3	Masters	8	related industry experience or demonstrated effectiveness to meet the managerial expectations. PMP certification required and accounts as 2 years' additional experience.	Responsible for the cost, schedule and technical performance of external company program(s). Directs all phases of program(s) from inception through completion. Organizes interdepartmental activities ensuring completion of the program on schedule and within budget constraints. Responsibilities may also include program acquisition as well as management, with a focus on satisfaction of Government contractual specifications and requirements. Serves as the primary contact for the customer on matters pertaining to the program.

CLIN	POSITION	EDUCATION	yrs.	GENERAL EXPERIENCE	FUNCTIONAL EXPERIENCE
C1095	Project Control Specialist	Bachelors	5	Must have 5 years of experience working with accounting and financial systems. Direct contract experience with manpower and resource planning, preparing financial reports and presentations, and cost reporting under Government contract guidelines.	Preparation and analysis of financial statements, development of project schedules, using cost-accounting and labor-reporting systems, working knowledge of contract and subcontract management. Proficient in the use of spreadsheets and project management tools. Manages financial and/or administrative aspects of assigned contracts and deliverables. Tracks and validates all client financial information, establishes and maintains master contract files, prepares and monitors status of all deliverables, tracks the value of contracts, and reports payment of Government fees. Updates task reports with funding information and prepares revenue projections for all active contract task orders. Uses automated systems to track deliverables, financial transactions, and management information.
C1096	Project Manager - 3	Professional Certification	8	At least 8 years of relevant work experience and a BA/BS degree in a related field of study or 12 years of relevant work experience and an undergraduate degree in a related field of study. PMI Strongly desired.	Responsible for the planning and execution of all activities related to a contract delivery order in functional areas such as IT project management, earned value management, systems design, development, implementation and operations, independent validation and verification, human resources management and operations, contract administration or finance and budget. Ensures that all personnel assigned to projects meet Government qualification standards and receive necessary training.
C1100	Risk Assessment Consultant (Senior)	Masters	8	7 to 10 plus years of experience in the information security industry in consulting and the corporate environment with primary experience in professional services. Industry Standard Certifications (e.g., CISSP, CISA, etc.) preferred. Advanced degrees (e.g., Masters, MBA, etc.) preferred.	Lead delivery of solutions to clients independently or as a team lead. Assist in engagement management activities, where needed including but not limited to support of: Assignment of peer reviewers for quality control activities; Statement of Work creation; Scoping of projects and Project management activities. Support resourcing for engagements, and Provide thought leadership and create associated documentation such as presentations and whitepapers. Broad experience and expert understanding of IT Risk Management (Information Security, Business Continuity and Disaster Recovery, and Supply Chain Information Risk Management). Technical experience and expert understanding of: Risk, vulnerability and threat assessments, Third party, cloud and internal risk management, Readiness and compliance assessments, Information security strategy, architecture and framework design, Information security program implementations, Network security engineering and architecture and Tools and technology implementations (e.g., firewall and application level firewalls, data leakage prevention, digital rights management, IDS / IPS, etc.). Should have a broad understanding and experience with industry standards, frameworks, and regulations including but not limited to: ISO 27000 series, COBIT, NIST SP 800-53, PCI DSS, HIPAA, GLBA, state privacy and data breach notification laws

CLIN	POSITION	EDUCATION	yrs.	GENERAL EXPERIENCE	FUNCTIONAL EXPERIENCE
C1101	Security, Computer Systems Specialist	Bachelors	10	Bachelor's Degree in Computer Science, Engineering or related field. Eight (8) or more years of network experience, of which at least four years must be specialized experience in computer security.	Designs, analyzes and programs hardware and software tools to provide innovative solutions to complex systems security issues. Also applies high analytical skills and techniques in the examination of various digital and analog signals. Analyze and define security requirements for Multilevel Security (MLS) issues. Design, develop, engineer, and implement solutions to MLS requirements and Shares responsibility for the implementation and development of the MLS. Gather and organize technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Performs risk analysis and risk assessment. Provide training and daily supervision and direction to staff. Also may be required to serve as task leader
C1102	Security, Data Specialist	Bachelors	6	Bachelor's Degree in Computer Science, Engineering or related field. Six (6) or more years of network experience, of which at least three years must be specialized experience in computer security.	Designs, analyzes and programs hardware and software tools to provide innovative solutions to complex systems security issues. Also applies high analytical skills and techniques in the examination of various digital and analog signals. Analyze and define security requirements for Multilevel Security (MLS) issues. Design, develop, engineer, and implement solutions to MLS requirements and Shares responsibility for the implementation and development of the MLS. Gather and organize technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Performs risk analysis and risk assessment. Provide training and daily supervision and direction to staff. Also may be required to serve as task leader.
C1103	Subject Matter Expert	Masters	7	Master's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. Two years of experience may be substituted for each year of college leading to the required degree.	Defines the problem and analyzes and develops plans and requirements in the subject matter area for moderately complex to complex systems. Coordinates and manages the preparation of analysis, evaluations, and recommendations for proper implementation of programs and systems specifications in the following specialties: information systems architecture, networking, telecommunications, automation, communications protocols, risk management/electronic analysis, software, lifecycle management, software development methodologies, and modeling and simulation.
C1104	Subject Matter Expert (Senior)	Masters	10	Master's degree and seven (7) to ten (10) years of IT experience. Two years of additional IT experience may be substituted for each year of degree-level education.	Demonstrates exceptional oral and written communication skills. Recognized in the professional community as an "expert" in the technical/specialty area being addressed. Demonstrates the ability to analyze client requirements and recommend development strategies. Certification in the discipline described in the statement of work may be required (i.e. HIPAA Specialist, Business Continuity Specialist). Confers with client executive management using line of business expertise to define the client's strategic information technology business goals, and advises in the reengineering of business direction/function processes to meet these goals. Analyzes client requirements and recommends development or acquisition strategies. Assists client in developing strategic plans and concepts. Assists in developing functional process maps and requirements. Advises client on the impact of new

CLIN	POSITION	EDUCATION	yrs.	GENERAL EXPERIENCE	FUNCTIONAL EXPERIENCE
					legislation or new technologies that are relevant to their agency.
C1105	Systems Security Specialist	Masters	8	A Master's degree in Computer Science, Engineering, Information Systems, or a related field. Must be specialized experience in defining computer security requirements for high-level applications, evaluating approved security product capabilities, and developing solutions to multi-level security problems.	Directs all Information security procedures and issues. Conducts risks assessments, firewall determinations, and security procedures. Conducts planning, cost analysis and implementation of all aspects of ADP security. Performs resident expert functions in all InfoSec and Compose areas. Manages the designs, development, implementation and support of all information security policy, procedures, and systems.
C1114	Training Specialist/Instructor	Bachelors	6	6 years of experience in information system development, training, or related fields. Specialized Experience: At least 3 years of experience in developing and providing IT and end user training on computer hardware and application software. Cyber Security experience highly desirable.	Conducts the research necessary to develop and revise training courses and prepares appropriate training catalogs. Develops all instructor materials (course outline, background material, and training aids). Develops all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, seminars, and/or computer based/computer aided training. Provides daily supervision and direction to staff.
C1115	Writer/Editor , Technical II	Bachelors	6	A Bachelor's degree in English or Journalism and at least five (5) years of experience performing the foregoing technical writing/editing functions. At least two (2) years of the individual's foregoing total experience must have consisted of performing technical writing/editing functions with respect to data collection, cyber security and information systems analysis.	Develops, drafts, revises, and edits reports, articles, manuals, specifications, presentation materials, and other technical documents, using rough outlines and materials. Interprets information obtained through research and provided by technical specialists. Applies knowledge of documentation content and format standards to prepare, edit, and publish technical materials.
U1001	Analyst 1	Bachelors	2	A Bachelor's degree with two (2) years of financial management experience	Under the supervision of a senior analyst, works in concert to systematically integrate business, cost estimating and financial management processes to ensure the efficient stewardship of public funds. supports the formulation of strategic financial plans, preparing cost estimates and correlation of financial requirements into executable budgets. Assists with assessment of products and or procedures for compliance with Government standards, accounting principles, internal controls, and multi- tiered system application standards. Manages completion of work within the time frame specified by the Government, ensuring that all financial requirements are met. some experience working with multi- year/no-year appropriations and differing appropriations (e.g., O&M and Procurement).

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U1002	IT Manager	Bachelors	4	CISA or similar professional certification preferred. CPA, CDFM, or CGFM experience desired.	Schedules, performs, reports, analyzes and documents activities associated with ensuring the productivity and efficiency of programs or of administrative and management operations. Performs evaluations of actual versus budgeted costs, schedules, and performance data. Identifies manpower resource requirements; develops assessment metrics; compiles actual cost, schedules, and performance data; develops variance information; produces cost, schedule, and performance budget forecasts; develops and manages administrative and management activity schedules and budgets; and produces administrative and management reports, presentations, and correspondence
U1003	IT Senior Analyst 2	Bachelors	4	Bachelor's Degree in Computer Science, Information Systems, Engineering, Business	Provide technical direction for personnel analyzing computer software, including system interfaces and performance, and reviews work products for correctness and adherence to the design concept and user standards. Ensures progress in accordance with schedules. Prepares and presents milestone status reports and presentations. Minimum Education: Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline and 10 years of experience in area. Analyzes project requirements in the areas of business management, financial management, program scheduling, critical path analyses, support requirements, and performs other related analyst/management activities required for successful completion of the task. Conducts impact studies, cost/benefit analyses, dependency models, and project tracking methodologies to ensure the success and efficiency of the project. experience with OMB A-127, FISCAM, and DoD policies.
U1005	Junior Statistician	Masters	4	Master's degree – Four Years of Experience; Bachelor's degree and 6 or more years of experience. Experience with include computerized data screening, computer report generation, statistical data analysis, report writing, statistical study design and tasks related to selected research topics.	Senior statistician supports or assists in experimental statistical and computerizes data analysis activities, coordinating and directing efforts of other statisticians whenever applicable. Assists in complex experimental design problems and consults with research personnel in these activities. Also assists in the interpretation of results of data analysis; reviews research literature for correctness and completeness from an experimental statistical user perspective. Extremely familiar with the usage of the state of the art current statistical COTS software (i.e. SAS, SPSS etc.)
U1007	Program Manager - 1	Bachelors	3	Bachelor's Degree (preferably in a technical discipline) or equivalent experience and minimum of 3 years of related industry experience or demonstrated effectiveness to meet the managerial expectations. Experience in leading business consulting, process improvement, strategy, financial management, or related field.	Is responsible for the lead management and technical direction of a project, or multi task projects. Responsible for project performance including cost, schedule, deliverables, and contractual compliance, and is accountable for the quality and timely delivery of all project deliverable items. Serves as a contractor's authorized technical interface with the customer and is responsible for overall project/task performance. Responsible for enforcing work standards, task schedules, reviewing work discrepancies, supervising technical personnel, recommending project hires and terminations, and communicating policies, purposes, and goals of the organization to subordinate personnel. Responsible for the budgeting of all required resources including manpower, funds, production components, computer time, and facilities that are required for project

CLIN	POSITION	EDUCATION	yrs.	GENERAL EXPERIENCE	FUNCTIONAL EXPERIENCE
					implementation and completion. Responsible for the supervision of subordinate project managers, task leads, managers, analysts, and team members.
U1008	Senior Staff Consultant	Bachelors	4	BA/BS degree in Accounting, Finance or Business, Economics, or other related fields.	Review transactions, documentation, and document and/or update processes and procedures for compliance with established and financial management principles. Analyze Accounting processing, and financial reporting with management processes to ensure the efficient stewardship of public funds independently. Apply an understanding of accounting practices and principles. Provide suggestions to improve accounting and financial management processes. Perform research and studies regarding financial management and accounting policies, compliance requirements, rules and regulations, and OBM circulars. Generate custom reports
U1009	Senior Statistician	Masters	8	Master's degree – Eight (8) Years of Experience; Bachelor's degree and ten (10) or more years of experience. Experience with include computerized data screening, computer report generation, statistical data analysis, report writing, statistical study design and tasks related to selected research topics.	Senior statistician conducts or assists in experimental statistical and computerizes data analysis activities, coordinating and directing efforts of other statisticians whenever applicable. Assists in complex experimental design problems and consults with research personnel in these activities. Also assists in the interpretation of results of data analysis; reviews research literature for correctness and completeness from an experimental statistical user perspective. Extremely familiar with the usage of the state of the art current statistical COTS software (i.e. SAS, SPSS etc.)
U1013	Technical Analyst	Bachelors	2	BA/BS Degree in IS, Business or related field.	Serves as key participant in integrated program and project management support and assessment support efforts. Applies general experience and broad understanding of assessment techniques towards the development of effective and innovative solutions as a member of an assessment team or as an individual problem solver. Works under general guidance and supervision
U1014	Technical Lead	Bachelors	2	BA/BS Degree in IS, Business or related field.	Duties: Develops, plans, organizes, and leads major consulting assignments as well as those requiring a high degree of creativity. Determines objectives and methodology; selects and assigns staff; establishes and monitors schedules and progress, taking corrective action as necessary. Responsible for multiple project output and deliverables. May function as a technical expert on his/her own or other assignments. Responsible for project financial management.

SIN 54151S, 54151SSTLOC, 54151SRC and 54151SARRRA (Information Technology Professional Services)

PROFESSIONAL SERVICES IT LABOR CATEGORY / PRICE LIST

GOVERNMENT SITE RATES

CLIN #	Service Proposed (e.g. Labor Category or Job Title/Task)	Price Offered to GSA (including IFF)
C1006	Analyst, Financial	\$ 118.46
C1007	Analyst, Financial (Senior)	\$ 125.26
C1022	Audit Supervisor	\$ 152.06
C1023	Auditor (Senior)	\$ 148.66
C1024	Auditor, IT (Senior)	\$ 161.68
C1025	Auditor, Lead	\$ 141.88
C1026	Auditor, Staff	\$ 135.09
C1027	Business Process Consultant (Senior)	\$ 152.06
C1035	Computer Specialist	\$ 104.53
C1036	Computer Specialist (Senior)	\$ 125.04
C1048	Engineer, Information (Senior)	\$ 152.06
C1049	Engineer, Information Security	\$ 132.03
C1050	Engineer, Interdisciplinary	\$ 135.91
C1051	Engineer, Interdisciplinary (Senior)	\$ 172.43
C1052	Engineer, Network (Junior)	\$ 106.23
C1053	Engineer, Network (Senior)	\$ 145.28
C1054	Engineer, Network Security	\$ 141.88
C1080	IT Professional (Senior)	\$ 172.43
C1092	Planner, Info Technology (Senior)	\$ 179.50
C1094	Program Manager - 4	\$ 168.91
C1095	Project Control Specialist	\$ 125.24
C1096	Project Manager	\$ 152.57
C1100	Risk Assessment Consultant (Senior)	\$ 172.60
C1101	Security, Computer Sys Specialist	\$ 152.23
C1102	Security, Data Specialist	\$ 152.23
C1103	Subject Matter Expert	\$ 172.60
C1104	Subject Matter Expert (Senior)	\$ 216.91
C1105	Systems Security Specialist	\$ 123.48
C1114	Training Specialist/Instructor	\$ 142.12
C1115	Writer/Editor, Technical	\$ 152.06
U1001	Analyst 1	\$ 48.36
U1002	IT Manager	\$ 83.65



U1003	IT Senior Analyst 2	\$	75.28
U1005	Junior Statistician	\$	58.61
U1007	Program Manager - 1	\$	66.92
U1008	Senior Staff Consultant	\$	62.14
U1009	Senior Statistician	\$	72.26
U1013	Technical Analyst	\$	62.73
U1014	Technical Lead	\$	65.24