GENERAL SERVICES ADMINISTRATION  
Federal Acquisition Service  
Authorized Federal Supply Schedule Price List  

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

**Schedule:** Multiple Award Schedule (MAS)  
**Category:** Information Technology  
**Class:** D399

**Contract Number:** GS-35F-368BA

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at http://www.gsa.gov/schedules-ordering

**Crystal L. Dunson and Associates, Incorporated**  
**DBA:** Dunson & Associates  
8971 ANNELIESE WAY  
CLAYTON, OH 45315-9802  
Telephone: 937-854-5940  
Fax: 937-854-5941  
DUNS: 839594926  
Website: [http://www.dunsonandassociates.com](http://www.dunsonandassociates.com)  

**Contract Administrator:** Crystal Dunson Watson  
Telephone: 937-854-5940  
Fax: 937-854-5941  
Email: crystal@dunsonandassociates.com

**Contract Number:** GS-35F-368BA

**Contract Period:** May 16, 2014 – May 15, 2024

A People Resources Company  
Office Management | Information Technology | Healthcare | Training  
Solutions
GSA Terms and Conditions

1a. **TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINS)**

<table>
<thead>
<tr>
<th>SIN</th>
<th>Recovery SIN</th>
<th>SIN Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>54151S0RC</td>
<td>Information Technology Professional Services</td>
</tr>
<tr>
<td>OLM</td>
<td>OLM RC</td>
<td>Order-Level Materials (OLMs)</td>
</tr>
</tbody>
</table>

1b. **LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN**

See attached Price List.

1c. **HOURLY RATES (Services Only)**

See attached Price List.

2. **MAXIMUM ORDER**

SIN(s) 54151S/54151S RC: $500,000.00
SIN(s) OLM/OLM RC: $250,000

3. **MINIMUM ORDER**

$100.00

4. **GEOGRAPHIC COVERAGE**

50 States, DC Territories

5. **POINT OF PRODUCTION**

NA – Offering Services

6. **DISCOUNT FROM LIST PRICES**

Net GSA pricing is listed in attached Price List. Basic discounts have been deducted.

7. **QUANTITY/VOLUME DISCOUNTS**

None

8. **PROMPT PAYMENT TERMS**

1.00% for Payment Within 7 Days. Net Thirty (30) Days. Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

9a. **GOVERNMENT PURCHASE CARDS ARE ACCEPTED AT OR BELOW THE MICRO- PURCHASE THRESHOLD**

Yes

9b. **GOVERNMENT PURCHASE CARDS ARE ACCEPTED ABOVE THE MICRO- PURCHASE THRESHOLD**

Yes
10. FOREIGN ITEMS
   None

11a. TIME OF DELIVERY
   To Be Determined by Task

11b. EXPEDITED DELIVERY
   To Be Determined by Task

11c. OVERNIGHT AND 2-DAY DELIVERY
   Please contact contractor for overnight and 2-day delivery.

11d. URGENT REQUIREMENTS
   When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

12. F.O.B. POINT
   Destination

13a. ORDERING ADDRESS
   8971 ANNELIESE WAY
   CLAYTON, OH 45315-9802

13b. ORDERING PROCEDURES
   For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s) are found in Federal Acquisition Regulation (FAR) 8.405-3.

14. PAYMENT ADDRESS
   8971 ANNELIESE WAY
   CLAYTON, OH 45315-9802

15. WARRANTY PROVISION
   No Warranty Policy for Services

16. EXPORT PACKING CHARGES
   N/A

17. TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE
Accepted below, at, and above the micro-purchase threshold.

18. TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR  
N/A

19. TERMS AND CONDITIONS OF INSTALLATION  
N/A

20. TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES  
N/A

20a. TERMS AND CONDITIONS FOR ANY OTHER SERVICES  
N/A

21. LIST OF SERVICE AND DISTRIBUTION POINTS  
N/A

22. LIST OF PARTICIPATING DEALERS  
N/A

23. PREVENTIVE MAINTENANCE  
N/A

24a. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (E.G., RECYCLED CONTENT, ENERGY EFFICIENCY, AND/OR REDUCED POLLUTANTS)  
N/A

24b. SECTION 508 COMPLIANCE  
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: N/A

    The EIT standard can be found at: www.Section508.gov/.

25. DATA UNIVERSAL NUMBER SYSTEM (DUNS) NUMBER  
839594926

26. NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) WEBSITE  
Active
### Approved MAS Prices

*All Prices Include the Industrial Funding Fee (IFF)*

<table>
<thead>
<tr>
<th>SIN</th>
<th>Service</th>
<th>GSA Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>Business Planner</td>
<td>$54.86</td>
</tr>
<tr>
<td>54151S</td>
<td>Cognos Developer, Sr.</td>
<td>$82.29</td>
</tr>
<tr>
<td>54151S</td>
<td>Computer Systems Analyst Senior</td>
<td>$53.08</td>
</tr>
<tr>
<td>54151S</td>
<td>Computer Systems Architect, Sr.</td>
<td>$59.85</td>
</tr>
<tr>
<td>54151S</td>
<td>Computer Systems Security Analyst</td>
<td>$59.95</td>
</tr>
<tr>
<td>54151S</td>
<td>Computer Systems Security Analyst Sr</td>
<td>$66.83</td>
</tr>
<tr>
<td>54151S</td>
<td>Computer Technical Support Analyst</td>
<td>$46.37</td>
</tr>
<tr>
<td>54151S</td>
<td>Computer Technical Support Analyst Senior</td>
<td>$53.08</td>
</tr>
<tr>
<td>54151S</td>
<td>Multi-Function Information Systems Analyst</td>
<td>$46.71</td>
</tr>
<tr>
<td>54151S</td>
<td>Network Data Communications Analyst, Sr.</td>
<td>$59.85</td>
</tr>
<tr>
<td>54151S</td>
<td>Network Engineer</td>
<td>$54.86</td>
</tr>
<tr>
<td>54151S</td>
<td>Network Specialist</td>
<td>$47.35</td>
</tr>
<tr>
<td>54151S</td>
<td>Network Voice Communication Analyst Senior</td>
<td>$68.73</td>
</tr>
<tr>
<td>54151S</td>
<td>Network Voice Communication Analyst</td>
<td>$68.73</td>
</tr>
<tr>
<td>54151S</td>
<td>Project Management &amp; Planning Operations Senior</td>
<td>$61.85</td>
</tr>
<tr>
<td>54151S</td>
<td>Project Management &amp; Planning Operations Representative</td>
<td>$54.86</td>
</tr>
<tr>
<td>54151S</td>
<td>Scheduler</td>
<td>$46.37</td>
</tr>
<tr>
<td>54151S</td>
<td>Systems Administrator</td>
<td>$55.50</td>
</tr>
<tr>
<td>54151S</td>
<td>Systems Administrator Sr</td>
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<tr>
<td>54151S</td>
<td>Systems Engineer Sr</td>
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<td>54151S</td>
<td>Systems Engineer Staff</td>
<td>$83.34</td>
</tr>
<tr>
<td>54151S</td>
<td>Systems Engineer</td>
<td>$55.24</td>
</tr>
</tbody>
</table>

The Service Contract Act (SCA) is applicable to this contract as it applies to the entire PSS and all services provided. While no specific labor categories have been identified as being subject to SCA due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CRF 541.300), this contract still maintains the provisions and protections for SCA eligible labor categories. If and/or when the contractor adds SCA labor categories/employees to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCA matrix identifying the GSA labor category titles, the occupational code, SCA labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.
Labor Category Descriptions

Business Planner

Years Education: Bachelor’s degree. With 7 years of professional experience.

Responsibilities: Ability to develop whitepapers, technical documents and technical presentations. Good knowledge of a data center’s technical infrastructure (HW, SW, COMM). Ability to translate business needs into enterprise architecture requirements.

Cognos Developer Sr

Years Education: Bachelor’s degree. With 7 years of professional experience.

Responsibilities: The Senior Cognos BI developer provides technical expertise in the use of Cognos 8 reports and Series 7 cubes. Responsible for end to end development including testing, deployments and production support of the Cognos reporting environment. In addition, the developer is responsible for integrating the reporting applications with the existing Plumtree portal. Candidate will work within a team of Cognos developers, ideally must be able to mentor more junior developers and collaborate with senior developers. Cognos certification is a plus.

Computer Systems Analyst Senior

Years Education: Bachelor’s degree from an accredited college in a related discipline, or equivalent experience/combined education, with 5 years of professional experience; or 3 years of professional experience with a related master’s degree; or no experience required with a related PhD or JD. Considered career, or journey, level. Security + Certification required.

Responsibilities: Designs, develops, programs, installs, implements, conducts research for, and maintains internal data processing computer systems and utilities, and/or for customers on a contract basis. Analyzes internal or external customers’ needs and determines equipment and software requirements for solutions to problems by means of automated systems; develops customized solutions to customer/user problems. Establishes system parameters and formats; ensures hardware/software compatibility; and coordinates and/or modifies user requirements in terms of existing and projected computer capacity and capabilities. May make programming changes as required to adapt or enhance existing or new programs and/or utilities. Maintains supplied software packages for internal users. Analyzes new hardware to determine its need or application in the existing or proposed system; advises on new techniques and estimated costs associated with new or revised programs and utilities, taking into consideration personnel, time, and hardware requirements, and makes trade-off analyses; develops general and detailed documentation describing system specifications and operating instructions; and revises existing systems and procedures to correct deficiencies and maintain more effective data handling, conversion, input/output requirements, and storage

Computer Systems Architect, Sr

Years Education: bachelor’s degrees from an accredited college in a related discipline, or equivalent experience/combined education, with 3 years of professional experience.

Responsibilities: Designs and defines system architecture for new or existing complex computer systems. Determines systems specifications, input/output processes, and working parameters for hardware/software compatibility and maintenance of system security. Coordinates design of subsystems and integration of
total system. Identifies, analyzes, and resolves program support deficiencies. Develops and recommends corrective actions. May provide technical guidance for database administrators and software developers

**Computer Systems Security Analyst**

**Years Education:** Bachelor's degree from an accredited college in a related discipline, or equivalent experience/combined education, with 2 years of professional experience; or no experience required with a related master's degree. Considered experienced, but still a learner.

Responsibilities: Designs, tests, and implements state-of-the-art secure operating systems, networks, and database products. Conducts risk assessment and provides recommendations for application design. Candidate is involved in a wide range of security issues including architectures, firewalls, electronic data traffic, and network access. Uses encryption technology, penetration and vulnerability analysis of various security technologies, and information technology security research. Individual may also be required to prepare security reports to regulatory agencies.

**Computer Systems Security Analyst Sr**

**Years Education:** Bachelor's degree from an accredited college in a related discipline, or equivalent experience/combined education, with 5 years of professional experience; or 3 years of professional experience with a related master's degree. Considered career, or journey, level.

Responsibilities: Designs, tests, and implements state-of-the-art secure operating systems, networks, and database products. Conducts risk assessment and provides recommendations for application design. Involved in a wide range of security issues including architectures, firewalls, electronic data traffic, and network access. Uses encryption technology, penetration and vulnerability analysis of various security technologies, and information technology security research. Candidate may be required to prepare security reports to regulatory agencies.

**Computer Technical Support Analyst**

**Years Education:** Bachelor's degree from an accredited college in a related discipline, or equivalent experience/combined education, with 2 years of professional experience; or no experience required with a related master's degree. Considered experienced, but still a learner. A+ or Network+ Certification required.

Responsibilities: Provides technical, operations, and training support to users of company's personal computers either by telephone or on-site relative to desktop hardware and software packages. Performs hardware diagnostics and coordinates repairs. Assists in planning and designing personal computer support systems. Acts as liaison for data transfer systems design and implementation. Installs and tests personal computers, printers, and other peripherals; configures operating system, shrink-wrap programs, and applications software programs. Develops reports and databases. Provides technical support for personal computers.

**Computer Technical Support Analyst Senior**

**Years Education:** Bachelor's degree from an accredited college in a related discipline, or equivalent experience/combined education, with 5 years of professional experience; or 3 years of professional experience with a related master's degree; or no experience required with a related PhD or JD. Considered career, or journey, level. A+ or Network+ Certification required.
Responsibilities: Provides technical, operations, and training support to users of company's personal computers either by telephone or on-site relative to desktop hardware and software packages. Performs hardware diagnostics and coordinates repairs. Assists in planning and designing personal computer support systems. Acts as liaison for data transfer systems design and implementation. Installs and tests personal computers, printers, and other peripherals; configures operating system, shrink-wrap programs, and applications software programs. Develops reports and databases. Provides technical support for personal computers

Multi-Function Information Systems Analyst

Years Education: Bachelor's degree from an accredited college in a related discipline, or equivalent experience/combined education, with 2 years of professional experience; or no experience required with a related master's degree. Considered experienced, but still a learner

Responsibilities: Performs a variety of activities in information systems design, development, and analysis encompassing one or more of the following areas of technical expertise: programming, computer application analysis, software development, systems integration, and related disciplines

Network Data Communications Analyst Sr

Years Education: bachelor's degree in area of specialty and 5 years of experience in the field or in a related area.

Responsibilities: Defines network communications and designs and implements solutions within existing network. Manages load configuration of central data communication processor and makes recommendations for upgrade of data networks. Evaluates and reports on new analog and digital communications technologies to enhance the capabilities of the data network. Provides problem resolution for all hardware and software elements of the data communication network and ensures the availability of the data network. Proposes solutions to management to provide all data communications requirements are based upon future needs and current usage, configuring such solutions to optimize cost savings. May coordinate network-oriented projects.

Network Engineer

Years Education: bachelor's degree in area of specialty and 5 years of experience in the field or in a related area.

Responsibilities: Under general supervision, oversees the purchase, installation, and support of network communications, including LAN/WAN systems. Works on problems of diverse scope where analysis of situation requires evaluation and judgment. Responsible for evaluating current systems. Assists in the planning of large-scale systems projects through vendor comparison and cost studies. Requires thorough knowledge of LAN/WAN systems, networks, and applications. Typically requires two to five years of experience.

Network Specialist

Years Education: bachelor's degree in area of specialty and at least 5 years of experience in the field or in a related area.
Responsibilities: Support Network Engineer and monitor network equipment i.e. routers switches and Crypto devices. Candidate must have good knowledge of Active Directory and a good understanding of Remedy ticketing application.

**Network Voice Communication Analyst Senior**

Years Education: Bachelor's degree from an accredited college in a related discipline, or equivalent experience/combined education, with 9 years of professional experience; or 7 years of professional experience with a related Master’s degree; or 4 years of professional experience required with a related PhD or JD; or no experience required with a MD. Considered an emerging authority.

Responsibilities: Plans, designs and implements local and/or remote voice communications hardware, software and procedures. Maintains technical expertise in identifying, evaluating, selecting or developing voice and/or video systems. Oversees voice network configurations. Prepares or ensures that appropriate network documentation exists, including operational instructions. Provides regular monitoring and voice network analysis regarding short- and long-range planning for in-house systems. May design networks or portions of networks that include selection of hardware and software packages.

**Network Voice Communication Analyst**

Years Education: Bachelor's degree from an accredited college in a related discipline, or equivalent experience/combined education, with 2 years of professional experience; or no experience required with a related master’s degree. Considered experienced, but still a learner.

Responsibilities: Plans, designs and implements local and/or remote voice communications hardware, software and procedures. Maintains technical expertise in identifying, evaluating, selecting or developing voice and/or video systems. Oversees voice network configurations. Prepares or ensures that appropriate network documentation exists, including operational instructions. Provides regular monitoring and voice network analysis regarding short- and long-range planning for in-house systems. May design networks or portions of networks that include selection of hardware and software packages.

**Project Management & Planning Operations Senior**

Years Education: Bachelor's degree from an accredited college in a related discipline, or equivalent experience/combined education, with 5 years of professional experience; or 3 years of professional experience with a related master's degree; or no experience required with a related PhD or JD. Considered career, or journey, level.

Responsibilities: Oversees and manages the operational aspects of ongoing projects and serves as liaison between project management and planning, project team, and line management. Reviews status of projects and budgets; manages schedules and prepares status reports. Assesses project issues and develops resolutions to meet productivity, quality, and client-satisfaction goals and objectives. Develops mechanisms for monitoring project progress and for intervention and problem solving with project managers, line managers, and clients.

**Project Management & Planning Operations Representative**

Years Education: Bachelor's degree from an accredited college in a related discipline, or equivalent experience/combined education, with 3 years of professional experience; or 1 year of professional experience with a related master's degree. Considered experienced, but still a learner.
Responsibilities: Oversees and manages the operational aspects of ongoing projects and serves as liaison between project management and planning, project team, and line management. Reviews status of projects and budgets; manages schedules and prepares status reports. Assesses project issues and develops resolutions to meet productivity, quality, and client-satisfaction goals and objectives. Develops mechanisms for monitoring project progress and for intervention and problem solving with project managers, line managers, and clients.

Scheduler

Years Education: Requires a bachelor's degree and 1 year of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a field.

Responsibilities: Prepares and coordinates schedules for new or existing installations. Determines, monitors, and reviews resource requirements and schedules, and manpower requirements. Supports and participates in negotiations with customer. Analyzes scheduling requests and evaluates asset availability to determine the most practical and cost-efficient methods to obtain the required resources. Resolves resource conflict problems and assesses the progress against established plans and parameters. Formulates and recommends corrective action measures such as schedule revisions, manpower adjustments, resource sharing, and work requirements.

Systems Administrator

Years Education: Bachelor's degree from an accredited college in a related discipline, or equivalent experience/combined education, with 2 years of professional experience; or no experience required with a related master's degree. Considered experienced, but still a learner. Security + Certification required.

Responsibilities: Maintains smooth operation of multi-user computer systems, including coordination with network administrators. Duties may include setting up administrator and service accounts, maintaining system documentation, tuning system performance, installing system wide software and allocate mass storage space. Interacts with users and evaluates vendor products. Makes recommendations to purchase hardware and software, coordinates installation and provides backup recovery. Develops and monitors policies and standards for allocation related to the use of computing resources.

System Administrator – Senior

Years Education: Bachelor's degree from an accredited college in a related discipline, or equivalent experience/combined education, with 5 years of professional experience; or 3 years of professional experience with a related master's degree; or no experience required with a related PhD or JD. Considered career, or journey, level. Security + Certification required.

Responsibilities: Under general direction, responsible for activities related to system administration. Assigns personnel to various projects, directs their activities, and evaluates their work. Ensures long-term requirements of systems operations and administration are included in the overall information systems planning of the organization. Responsible for the installation, maintenance, configuration, and integrity of computer software. Implements operating system enhancements that will improve the reliability and performance of the system.

Systems Engineer Sr
Years Education: Require a bachelor's degree with at least 3 years of experience in the field or in a related area.

Responsibilities: Performs a variety of systems engineering tasks and activities that are broad in nature and are concerned with major systems design, integration, and implementation, including personnel, hardware, software, budgetary, and support facilities and/or equipment. Provides quality assurance review and the evaluation of new and existing software products.

**Systems Engineer Staff**

Years Education: Bachelor's degree from an accredited college in a related discipline, or equivalent experience/combined education, with 9 years of professional experience; or 7 years of professional experience with a related master's degree. Tier 2: Security+ Tier 3: CISSP, CISA Certification required.

Responsibilities: Performs technical planning, system integration, verification and validation, cost and risk, and supportability and effectiveness analyses for total systems. Analyses are performed at all levels of total system product to include concept, design, fabrication, test, installation, operation, maintenance and disposal. Ensures the logical and systematic conversion of customer or product requirements into total systems solutions that acknowledge technical, schedule, and cost constraints. Performs functional analysis, timeline analysis, detail trade studies, requirements allocation and interface definition studies to translate customer requirements into hardware and software specifications.

**Systems Engineer**

Years Education: Bachelor's degree from an accredited college in a related discipline, or equivalent experience/combined education, with 2 years of professional experience; or no experience required with a related master's degree. Tier 2: Security+ Tier 3: CISSP, CISA Certification required.

Responsibilities: Performs technical planning, system integration, verification and validation, cost and risk, and supportability and effectiveness analyses for total systems. Analyses are performed at all levels of total system product to include concept, design, fabrication, test, installation, operation, maintenance and disposal. Ensures the logical and systematic conversion of customer or product requirements into total systems solutions that acknowledge technical, schedule, and cost constraints. Performs functional analysis, timeline analysis, detail trade studies, requirements allocation and interface definition studies to translate customer requirements into hardware and software specifications.