



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

Special Item No. 132-51 – Information Technology Professional Services

SIN 132-51 – INFORMATION TECHNOLOGY PROFESSIONAL SERVICES

FPDS Code D301 – IT Facility Operation and Maintenance

FPDS Code D302 – IT Systems Development Services

FPDS Code D306 – IT Systems Analysis Services

FPDS Code D307 - Automated Information Systems Design & Integration Services

FPDS Code D308 – Programming Services

FPDS Class D311 – IT Data Conversion Services

FPDS Code D316 – IT Network Management Services

FPDS Code D399 - Other Information Technology Services, Not Elsewhere Classified

Note 1: All Non-professional Labor categories must be incidental to and used solely to support hardware, software, and/or professional services, and cannot be purchased separately.

Note 2: Offerors and Agencies are advised that the Group 70 – information Technology Schedule is not to be used as a means to procure services which properly fall under the Brooks Act. These services include, but are not limited to, architectural, engineering, mapping, cartographic production, remote sensing, geographic information systems, and related services. FAR 36.6 distinguishes between mapping services of an A/E nature and mapping services are not connected nor incidental to the traditionally accepted A/E Services.

Note 3: This solicitation is not intended to solicit for the reselling of IT Professional Services, except for the provision of implementation, maintenance, integration, or training services in direct support of a product. Under such circumstances the services must be performance by the publisher or manufacturer or one on their authorized agents.



Vistronix, LLC
11091 Sunset Hills Road, Suite 700
Reston, VA 20190
Phone: (703) 463-2059; (800)483-2434
Fax: (703) 483-2500
Internet Address www.Vistronix.com
Contract # GS-35F-4607G

Period Covered by Contract: July 7, 2012 – July 6, 2017

Pricelist current through Refresh #33 and Modification CM-A377, dated 13 June 2014

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

GSA Price List



GSA Schedule
Contract No.
GS-35F-4607G

Item No. 132-51
Information Technology
Professional Services

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**INFORMATION FOR ORDERING ACTIVITIES APPLICABLE TO ALL SPECIAL
ITEM NUMBERS (SINs)**

SPECIAL NOTICE TO AGENCIES: Small Business Participation

SBA strongly supports the participation of small business concerns in the Federal Supply Schedules Program. To enhance Small Business Participation SBA policy allows agencies to include in their procurement base and goals, the dollar value of orders expected to be placed against the Federal Supply Schedules, and to report accomplishments against these goals.

For orders exceeding the micropurchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage!™ on-line shopping service (www.fss.gsa.gov). The catalogs/pricelists, GSA Advantage!™ and the Federal Supply Service Home Page (www.fss.gsa.gov) contain information on a broad array of products and services offered by small business concerns.

This information should be used as a tool to assist ordering activities in meeting or exceeding established small business goals. It should also be used as a tool to assist in including small, small disadvantaged, and women-owned small businesses among those considered when selecting pricelists for a best value determination.

For orders exceeding the micropurchase threshold, customers are to give preference to small business concerns when two or more items at the same delivered price will satisfy their requirement.

1. Geographic Scope of Contract:

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

Overseas delivery is delivery to points outside of the 48 contiguous states, Washington, DC, Alaska, Hawaii, Puerto Rico, and U.S. Territories.

Offerors are requested to check one of the following boxes:

- The Geographic Scope of Contract will be domestic and overseas delivery.
- The Geographic Scope of Contract will be overseas delivery only.
- The Geographic Scope of Contract will be domestic delivery only.

2. Vistronix's Ordering Address and Payment Information:

Contractors are required to accept credit cards for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. Credit cards will be acceptable for payment above the micro-purchase threshold. In addition, bank account information for wire transfer payments will be shown on the invoice.

Ordering Address:
Vistronix, LLC
11091 Sunset Hills Road, Suite 700
Reston, VA 20190
Attention: Jodie Szymanski

Payment Address:
Vistronix, LLC
11091 Sunset Hills Road, Suite 700
Reston, VA 20190
Attention: Accounts Receivable

The following telephone number(s) can be used by ordering activities to obtain technical and/or ordering assistance:

760-603-1195 X1134
Jodie Szymanski
jodie.szymanski@vistronix.com

3. Liability for Injury or Damage

Vistronix, LLC shall not be liable for any injury to ordering activity personnel or damage to ordering activity property arising from the use of equipment maintained by Vistronix, LLC, unless such injury or damage is due to the fault or negligence of Vistronix, LLC

4. Statistical Data for Government Ordering Office Completion of Standard Form 279:

Block 9: G. Order/Modification under Federal Schedule
Block 16: Data Universal Numbering System (DUNS) Number: 78-6520767
Block 30: Type of Contractor: C. Large Business
Block 31: Woman-Owned Small Business: No
Block 36: Vistronix, LLC's Taxpayer Identification Number (TIN): 54-1543041

4a. CAGE Code: 1XCP0

4b. Vistronix, LLC has registered with the Central Contractor Registration Database.

5. FOB Destination

6. Delivery Schedule

a. TIME OF DELIVERY: Vistronix, LLC shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below:

<u>SPECIAL ITEM NUMBER</u>	<u>DELIVERY TIME (Days ARO)</u>
132-51	30 Days

Expedited Delivery Times are negotiated between Vistronix, LLC and the ordering agency.

b. 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.

7. Discounts: Prices shown are NET Prices; Basic Discounts have been deducted.

- a. Prompt Payment: Net 30 Days
- b. Quantity discounts: None
- c. Dollar Volume: None
- d. Government Educational Institutions: None
- e. Other: None

8. Trade Agreements Act of 1979, as amended:

All items are U.S. made end products, designated country end products, Caribbean Basin country end products, Canadian end products, or Mexican end products as defined in the Trade Agreements Act of 1979, as amended.

9. Statement Concerning Availability of Export Packing: Not available

10. **Small Requirements:** The minimum value of orders to be issued is 40 hours.
11. **Maximum Order:** (All dollar amounts are exclusive of any discount for prompt payment.)
 - a. Special Item Number 132-51 - Information Technology (IT) Professional Services
The maximum dollar value per order for all IT Professional services will be \$500,000.

12. ORDERING PROCEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS

Ordering activities shall use the ordering procedures of Federal Acquisition Regulation (FAR) 8.405 when placing an order or establishing a BPA for supplies or services. These procedures apply to all schedules.

- a. FAR 8.405-1 Ordering procedures for supplies, and services not requiring a statement of work.
- b. FAR 8.405-2 Ordering procedures for services requiring a statement of work.

13. FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS REQUIREMENTS: ordering activities acquiring products from this Schedule must comply with the provisions of the Federal Standards Program, as appropriate (reference: NIST Federal Standards Index). Inquiries to determine whether or not specific products listed herein comply with Federal Information Processing Standards (FIPS) or Federal Telecommunication Standards (FED-STDS), which are cited by ordering activities, shall be responded to promptly by the Contractor.

13.1 FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPS PUBS): Information Technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with the applicable "FIPS Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Information concerning their availability and applicability should be obtained from the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, Virginia 22161. FIPS PUBS include voluntary standards when these are adopted for Federal use. Individual orders for FIPS PUBS should be referred to the NTIS Sales Office, and orders for subscription service should be referred to the NTIS Subscription Officer, both at the above address, or telephone number (703) 487-4650.

13.2 FEDERAL TELECOMMUNICATION STANDARDS (FED-STDS): Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STDS) should not be acquired unless a waiver has been granted in accordance with the applicable "FED-STD." Federal Telecommunication Standards are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Ordering information and information concerning the availability of FED-STDS should be obtained from the GSA, Federal Supply Service, Specification Section, 470 East L'Enfant Plaza, Suite 8100, SW, Washington, DC 20407, telephone number (202)619-8925. Please include a self-addressed mailing label when requesting information by mail. Information concerning their applicability can be obtained by writing or calling the U.S. Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number (301)975-2833.

14. CONTRACTOR TASKS / SPECIAL REQUIREMENTS (C-FSS-370) (NOV 2001)

- (a) Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.

- (b) Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. The Industrial Funding Fee does NOT apply to travel and per diem charges.

NOTE: Refer to FAR Part 31.205-46 Travel Costs, for allowable costs that pertain to official company business travel in regards to this contract.

- (c) Certifications, Licenses and Accreditations: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.
- (d) Insurance: As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.
- (e) Personnel: The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.
- (f) Organizational Conflicts of Interest: Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.
- (g) Documentation/Standards: The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.
- (h) Data/Deliverable Requirements: Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.
- (i) Government-Furnished Property: As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.
- (j) Availability of Funds: Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.

15. CONTRACT ADMINISTRATION FOR ORDERING ACTIVITIES: Any ordering activity, with respect to any one or more delivery orders placed by it under this contract, may exercise the same rights of termination as might the GSA Contracting Officer under provisions of FAR 52.212-4, paragraphs (l) Termination for the ordering activity's convenience, and (m) Termination for Cause (See 52.212-4.)

16. GSA Advantage!

GSA Advantage! is on-line, interactive electronic information and ordering system that provides on-line access to vendors' schedule prices with ordering information. GSA Advantage! will allow the user to perform various searches across all contracts including, but not limited to:

- (1) Manufacturer;
- (2) Manufacturer's Part Number; and
- (3) Product categories.

Agencies can browse GSA Advantage! by accessing the Internet World Wide Web utilizing a browser (ex.: NetScape). The Internet address is <http://www.gsaadvantage.gov/>.

17. PURCHASE OF OPEN MARKET ITEMS

NOTE: Open Market Items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Supply Schedule contract. Ordering Activities procuring open market items must follow FAR 8.402(f).

For administrative convenience, an ordering activity contracting officer may add items not on the Federal Supply Multiple Award Schedule (MAS) -- referred to as open market items -- to a Federal Supply Schedule blanket purchase agreement (BPA) or an individual task or delivery order, **only if-**

- (1) All applicable acquisition regulations pertaining to the purchase of the items not on the Federal Supply Schedule have been followed (e.g., publicizing (Part 5), competition requirements (Part 6), acquisition of commercial items (Part 12), contracting methods (Parts 13, 14, and 15), and small business programs (Part 19));
- (2) The ordering activity contracting officer has determined the price for the items not on the Federal Supply Schedule is fair and reasonable;
- (3) The items are clearly labeled on the order as items not on the Federal Supply Schedule; and
- (4) All clauses applicable to items not on the Federal Supply Schedule are included in the order.

18. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS

a. For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:

- (1) Time of delivery/installation quotations for individual orders;
- (2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/ service/software package submitted in response to requirements which result in orders under this schedule contract.
- (3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.

b. The above is not intended to encompass items not currently covered by the GSA Schedule contract.

c. The maintenance/repair service provided is the standard commercial terms and conditions for the type of products and/or services awarded.

19. OVERSEAS ACTIVITIES

The terms and conditions of this contract shall apply to all orders for installation, maintenance and repair of equipment in areas listed in the pricelist outside the 48 contiguous states and the District of Columbia, except as indicated below:

Alaska, Hawaii, and the Commonwealth of Puerto Rico

Upon request of the Contractor, the ordering activity may provide the Contractor with logistics support, as available, in accordance with all applicable ordering activity regulations. Such ordering activity support will be provided on a reimbursable basis, and will only be provided to the Contractor's technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this contract.

20. BLANKET PURCHASE AGREEMENTS (BPAs)

The use of BPAs under any schedule contract to fill repetitive needs for supplies or services is allowable. BPAs may be established with one or more schedule contractors. The number of BPAs to be established is within the discretion of the ordering activity establishing the BPA and should be based on a strategy that is expected to maximize the effectiveness of the BPA(s). Ordering activities shall follow FAR 8.405-3 when creating and implementing BPA(s).

21. CONTRACTOR TEAM ARRANGEMENTS

Contractors participating in contractor team arrangements must abide by all terms and conditions of their respective contracts. This includes compliance with Clauses 552.238-74, Industrial Funding Fee and Sales Reporting, i.e., each contractor (team member) must report sales and remit the IFF for all products and services provided under its individual contract.

22. INSTALLATION, DEINSTALLATION, REINSTALLATION

The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of \$2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall received less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds \$2,000, then the requirements of the Davis-Bacon Act applies.

The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a **request for** quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 132-8 or SIN 132-9.

23. 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: **The EIT standard can be found at: www.Section508.gov/.** Vistronix, LLC ULC is www.vistronix.com

24. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES.

Prime Contractors (on cost reimbursement contracts) placing orders under Federal Supply Schedules, on behalf of an ordering activity, shall follow the terms of the applicable schedule and authorization and include with each order –

- (a) A copy of the authorization from the ordering activity with whom the contractor has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor); and
- (b) The following statement:

This order is placed under written authorization from _____ dated _____. In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.

25. INSURANCE—WORK ON A GOVERNMENT INSTALLATION (JAN 1997)(FAR 52.228-5)

- (a) The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.
- (b) Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective—
 - (1) For such period as the laws of the State in which this contract is to be performed prescribe; or
 - (2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.
- (c) The Contractor shall insert the substance of this clause, including this paragraph (c), in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and maintain the insurance required in the Schedule or elsewhere in the contract. The Contractor shall maintain a copy of all subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.

26. SOFTWARE INTEROPERABILITY.

Offerors are encouraged to identify within their software items any component interfaces that support open standard interoperability. An item's interface may be identified as interoperable on the basis of participation in a Government agency-sponsored program or in an independent organization program. Interfaces may be identified by reference to an interface registered in the component registry located at <http://www.core.gov>.

27. ADVANCE PAYMENTS

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 service already provided or the article already delivered. Advance or pre-payment is not authorized or allowed under this contract. (31 U.S.C. 3324)

VISTRONIX GSA SCHEDULE
INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES

Software Engineering Services

- Systems Analysis and Design (FPDS Class D307)
- Programming (FPDS Class D308-1)
 - *Design, Development, Maintenance, IV&V, Internet*
- Database Planning and Design (FPDS Class D302)
 - *Administration and Support*
 - *Data Warehousing/Mining*
 - *Oracle Systems*
- Conversion and Implementation Support (FPDS Class D311)
 - *Legacy Systems Reengineering*
 - *Technology Migration*

- Software Product Expertise
 - Documentum
 - Document Management System
 - Business Process Manager
 - Forms Builder
 - Content Storage Services
 - Kofax
 - Ascent Capture
 - VRS
 - Adrenaline
 - Microsoft
 - Advanced Infrastructure Solutions
 - Information Worker Productivity Solutions
 - Security Solutions
 - Networking Infrastructure Solutions
 - ORACLE
 - Database Technologies
 - Portal Technologies
 - Application Server Technologies
 - Web/ Application Development
 - .NET, ASP, XML, HTML, VB, C++, C#,
 - Rational
 - Java, JSP

IT Support Services

- Network & Project Management (FPDS D316 and FPDS D399)
- Mainframe support Services, AS400
- UNIX Support Services
- LAN/WAN Design/Support Services – Microsoft, Novell, and UNIX Environments
- Complete Help Desk and Call Center Support Services
- Technical Training Services
- Security Design and Support Services

Management Services

- Data/Records Management (FPDS Class D317)
 - *Application Processing*
 - *Grants Management*
 - *Scanning/Microfilming Support*
 - *Document Management Support*
 - *Graphics Services*
 - *Mail Room Operations*
 - *Data Entry*
 - *Litigation Support*
 - *Administrative/Clerical Support*

**TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT)
PROFESSIONAL SERVICES (SIN) 132-51**

1. SCOPE

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. PERFORMANCE INCENTIVES

- a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract in accordance with this clause.
- b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3. ORDER

- a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.
- b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

4. PERFORMANCE OF SERVICES

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
- d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

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

(a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-

- (1) Cancel the stop-work order; or
- (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

(b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-

- (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
- (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

(c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.

(d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. INSPECTION OF SERVICES

The Inspection of Services–Fixed Price (AUG 1996) (Deviation – May 2003) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection–Time-and-Materials and Labor-Hour (JAN 1986) (Deviation – May 2003) clause at FAR 52.246-6 applies to time-and-materials and labor-hour 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 (Deviation – May 2003) 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 Services.

9. INDEPENDENT CONTRACTOR

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

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

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

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

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

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

11. INVOICES

The Contractor, upon completion of the work ordered, shall submit invoices for IT 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 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003) 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 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003)) applies to labor-hour orders placed under this contract.

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 SERVICES AND PRICING

See Labor Category Descriptions and Pricing that follow:

LABOR CATEGORY DESCRIPTIONS

Administrative Support I

Performs a variety of administrative and secretarial duties for a program manager or other management, such as typing reports and memos, maintaining computer based and paper files, answers office inquiries, and performs administrative tasks. Performs special projects of a moderate to skilled nature. Must be familiar with the use of a personal computer and have good typing skills. Requires supervision.

Education and Experience Requirements: High School Diploma/GED and 0-6 months experience or equivalent experience.

Administrative Support II

Performs a variety of administrative and secretarial duties for a program manager or other management, such as typing reports and memos, maintaining computer based and paper files, answers office inquiries, and performs administrative tasks. Performs special projects of a moderate to skilled nature. Must be proficient in the use of a personal computer and have good typing skills. Requires supervision.

Education and Experience Requirements: High School Diploma/GED and 2-4 years related experience or equivalent experience.

Administrative Support III

Performs a variety of administrative and secretarial duties for a program director or other director level management, such as typing reports and memos, maintaining computer based and paper files, answers office inquiries, and performs administrative tasks. Performs special projects of a moderate to highly skilled nature. Must be proficient in the use of a personal computer and have excellent typing skills. Requires very little supervision.

Education and Experience Requirements: High School Diploma/GED and 4-6 years related experience or equivalent experience.

Administrative Support IV

Performs a variety of administrative and secretarial duties for a top executive, program director or manager, such as typing reports and memos, maintaining computer based and paper files, answers office inquiries, and performs administrative tasks. Performs special projects of a moderate to highly skilled nature. Must be proficient in the use of a personal computer and have excellent typing skills. Requires very little supervision.

Education and Experience Requirements: High School Diploma/GED and 6-8 years related experience or equivalent experience.

Administrative Technician

Performs a variety of administrative functions in support of technically oriented activities. Supports a task leader, project manager or program manger. Must be proficient in the use and application of software applications and personal computers. Must have good communication and typing skills.

Education and Experience Requirements: High School Diploma/GED and 0-6 months experience or equivalent experience.

Communications Engineer I

Serves as systems engineer on simplistic to intermediate telecommunications equipment for vendors and users. Makes field inspection trips to existing or newly installed telecommunications equipment and facilities to trace out problems, verify work of vendors or maintenance personnel of electronic telecommunications equipment and systems. Collects data concerning the operating environment, capacity and efficiency of installed equipment. Monitors the performance of operating telecommunication facilities to isolate, correct and improve operational efficiency through additions or reconfiguration of hardware or circuits. Records service calls, maintenance activities, equipment inventory, and trouble reports. Evaluates vendor responses and equipment reliability.

Education and Experience Requirements: Bachelor's Degree and 0 to 2 years experience or equivalent experience.

Communications Engineer II

Serves as systems specialist on intermediate to complex telecommunications switch and premise equipment for vendors and users. Makes field inspection trips to existing or newly installed telecommunications equipment and facilities to trace out problems, verify work of vendors or maintenance personnel of electronic telecommunications equipment and systems. Collects data concerning the operating environment, capacity and efficiency of installed equipment. Monitors the performance of operating telecommunication facilities to isolate, correct and improve operational efficiency through additions or reconfiguration of hardware or circuits. Records service calls, maintenance activities, equipment inventory, and trouble reports. Evaluates vendor responses and equipment reliability.

Education and Experience Requirements: Bachelor's Degree and 2-4 years experience with 1 year of professional technical and/or programmatic experience in a telecommunications system or equivalent experience.

Communications Engineer III

Applies theory of telephony and its related functionality in all areas of telecommunications hardware in order to analyze, design, implement, manage and plan telecommunications networks, switching centers, microwave transmission facilities, radio transmission facilities and other emerging industry related technologies. Studies and researches new technical developments and corresponding application of the technologies. Evaluates or participates in technical and analytical studies of routine and complex telecommunications systems. Works independently as a specialist in a particular discipline or field of telecommunications providing advice and guidance to other analysts and senior officials. Monitors and analyzes network operation and performance using established test procedures, documents and evaluates network problems and/or malfunctions, diagnoses sources of problems, implements corrective action with appropriate agency, prioritize problems and monitors repair actions. Participates in feasibility studies, ensuring that impacts on user agencies are well understood and known; provides input to long-range planning effort. Monitors contract performance during installation and ongoing operation of new systems; takes responsibility for schedules and budgets during implementation of systems.

Education and Experience Requirements: Bachelor's Degree and 4-6 years experience with 3 years of professional technical and/or programmatic experience in a telecommunications system or equivalent experience.

Communications Engineer IV

Acts as a task leader or supervisor. Serves as resident expert in matters of telecommunications. Supervises the evaluation and installation of software packages to enhance operational capacity of CBX systems. Applies theory of telephony and its related functionality in all areas of telecommunications hardware in order to analyze, design, implement, manage and plan telecommunications networks, switching centers, microwave transmission facilities, radio transmission facilities and other emerging industry related technologies. Studies and researches new technical developments and corresponding application of the technologies. Evaluates or participates in technical and analytical studies of routine and complex telecommunications systems. Works independently as a specialist in a particular discipline or field of telecommunications providing advice and guidance to other analysts and senior officials. Monitors and analyzes network operation and performance using established test procedures, documents and evaluates network problems and/or malfunctions, diagnoses sources of problems, implements corrective action with appropriate agency, prioritize problems and monitors repair actions. Participates in feasibility studies, ensuring that impacts on user agencies are well understood and known; provides input to long-range planning effort. Monitors contract performance during installation and ongoing operation of new systems; takes responsibility for schedules and budgets during implementation of systems. May support multiple tasks.

Education and Experience Requirements: Bachelor's Degree and 6-8 years experience with 4 years of professional technical and/or programmatic experience in a telecommunications system and 3 years management experience or equivalent experience (if in supervisory position).

Computer Operator I

Performs minor and routine computer operation tasks, monitors and manipulates console. Operates peripheral equipment. Maintains routine records and may maintain tape library. Requires regular supervision.

Education and Experience Requirements: High School Diploma/GED and 6 months related experience or equivalent experience.

Computer Operator II

Performs mid to complex computer operation tasks, such as determining equipment setup, scheduling jobs, executing non-routine jobs and observing console. Manipulates controls to rearrange program steps and provides other adjustments. Supports efforts in training lower level operators in operations procedures. Requires minimal supervision.

Education and Experience Requirements: High School Diploma/GED and 2-3 related year's experience or equivalent experience.

Computer Operator III

Performs more complex computer operation tasks, such as determining equipment setup, scheduling jobs, executing non-routine jobs and observing console. Manipulates controls to rearrange program steps and provides other adjustments. Resolves operational problems. Leads efforts in training lower level operators in operations procedures. Require no or very little supervision.

Education and Experience Requirements: High School Diploma/GED and 4-5 years related experience or equivalent experience.

Computer Operator IV

Performs very complex computer operation tasks, such as determining equipment setup, scheduling jobs, executing non-routine jobs and observing console. Manipulates controls to rearrange program steps and provides other adjustments. Resolves operational problems. Leads efforts and tasks in training lower level operators in operations procedures. Requires no supervision.

Education and Experience Requirements: Associate's Degree and 4-5 years related experience or equivalent experience.

Configuration Manager

Develops and maintains general to complex configuration management plans, scheduling and documenting all configuration management reviews. Shall be capable of monitoring the configuration control process and ensuring that procedures comply with client and/or applicable specifications. Acts as lead when required, reports to the Project Manager/Program Manager. Knowledgeable of software development techniques, change control processes, configuration audits and client/government regulations, manuals, technical orders, standards and industry publications related to configuration/data management required to perform the task. Trains lower level configuration management specialist.

Education and Experience Requirements: Bachelor's Degree or equivalent in a related field and 4-6 years experience with 2 years specialized experience or equivalent experience.

Data Analyst

Supports the Analysis of organizational and computer database system(s); is familiar with both commercially available off-the-shelf (COTS) and custom database software platforms. Performs simple analyses of organizational and computer database system(s). Supports the designs and implementation of computer database systems in both stand-alone and network configurations using commercially available and custom database software platforms. Requires direct supervision.

Education and Experience Requirements: Associate's Degree or equivalent and 0-6 months related experience or equivalent experience.

Database Administrator I

Maintains data files and control procedures for a simple system of networked microcomputers or for a single group of microcomputers linked to a host workstation, minicomputer or mainframe. Assigns passwords and monitors use of resources. Backs up files as required. May produce simple periodic business reports; generate output such as labels, letters, and forms. Requires supervision.

Education and Experience Requirements: Associate's Degree or equivalent and 0-2 years related experience or equivalent experience.

Database Administrator II

Maintains data files and control procedures for a simple to mid level system of networked microcomputers or for a single group of microcomputers linked to a host workstation, minicomputer or mainframe. Responsible for system security and data integrity. Assigns passwords and monitors use of resources. Backs up files as required. May produce simple periodic business reports, generate output such as labels, letters, and forms. Responds to frequent management requests for information. May require knowledge of database languages that support major business applications. Although the incumbent may be a resident expert for applications running on a department-wide LAN or for the entire computer system in a smaller enterprise, complex hardware and software applications are typically maintained by other professional staff or by vendors. Requires very little supervision.

Education and Experience Requirements: Bachelor's Degree or equivalent and 2+ years related experience or equivalent experience.

Database Administrator III

Maintains data files and control procedures for mid to complex system of networked microcomputers or for a single group of microcomputers linked to a host workstation, minicomputer or mainframe. Responsible for system security and data integrity. Assigns passwords and monitors use of resources. Backs up files as required. May produce complex periodic business reports, generate output such as labels, letters, and forms. Responds to frequent management requests for information. May require extensive knowledge of database languages that support major business applications. Although the incumbent may be a resident expert for applications running on a department-wide LAN or for the entire computer system in a smaller enterprise, complex hardware and software applications may be maintained by other professional staff or by vendors. Sometimes is the Task Leader or supervisor of junior and/or entry-level database administrators.

Education and Experience Requirements: Bachelor's Degree or equivalent and 5+ years related experience or equivalent experience.

Economist/ Project Control Specialist I

Provides financial management and program control support. Formulates program/project burn reports, analyzes costs, ensures that program/project costs are accurate. Supports the contract support operations involving multiple projects/tasks and personnel at diverse locations. Supports the organization, direction and coordination of planning and execution of project/task activities. Shall have demonstrated communications skills with all levels of management. Establishes and alters (as necessary) management structure to effectively direct contract support efforts. Shall be capable of supporting negotiations for procuring services and equipment for the program/project.

Education and Experience Requirements: Bachelor's Degree or equivalent and 2-4 years experience or equivalent experience.

Economist/ Project Control Specialist II

Provides financial management and program control support. Formulates program/project burn reports, analyzes costs, ensures that program/project costs are accurate. Manages substantial contract support operations involving multiple projects/tasks and personnel at diverse locations. Organizes, directs and coordinates planning and execution of project/task activities. Shall have demonstrated communications skills with all levels of management. Establishes and alters (as necessary) management structure to effectively direct contract support efforts. Shall be capable of negotiating and making binding decisions for procuring services and equipment for the program/project.

Education and Experience Requirements: Bachelor's Degree or equivalent and 4-6 years experience or equivalent experience.

Editorial Assistant

Supports the preparation and/or maintenance of systems, programming and operations documentation, procedures and methods, including user reference manuals. Supports the maintenance of the internal documentation library. Provides or coordinates documentation services as required. Knowledge and basic understanding of all aspects of proofreading, including grammar and spelling. Works under minimal supervision for all levels of documentation. Supports the composition and finalization of IT documentation, including specifications and user manuals, in the style and format required by the task. Trains and establishes work schedules for subordinates. This position requires minimal supervision.

Education and Experience Requirements: Associate's' Degree or equivalent and 2-4 years experience with one (1) year of specialized experience or equivalent experience.

General Clerk I

General duties include; filing, typing, some minor data entry. May be required to operate photocopiers, fax machines, and other office equipment; prepare mailings; proofread copies; and answer telephones and deliver messages as required.

Education and Experience Requirements: High School Diploma/GED 6 months office experience or equivalent experience.

General Clerk II

General duties include; filing, typing, some minor data entry. May be required to operate photocopiers, fax machines, and other office equipment; prepare mailings; proofread copies; and answer telephones and deliver messages as required.

Education and Experience Requirements: High School Diploma/GED and 1 office experience or equivalent experience.

General Clerk III

General duties include; filing, typing, some minor data entry. May be required to operate photocopiers, fax machines, and other office equipment; prepare mailings; proofread copies; and answer telephones and deliver messages as required.

Education and Experience Requirements: High School Diploma/GED 1-2 year's office experience or equivalent experience.

General Clerk IV

General duties include; filing, typing, some minor data entry. May be required to operate photocopiers, fax machines, and other office equipment; prepare mailings; proofread copies; and answer telephones and deliver messages as required.

Education and Experience Requirements: High School Diploma/GED 2-4 years office experience or equivalent experience.

General Clerk V

General duties include; filing, typing, some minor data entry. May be required to operate photocopiers, fax machines, and other office equipment; prepare mailings; proofread copies; and answer telephones and deliver messages as required.

Education and Experience Requirements: High School Diploma/GED 4-6 years office experience or equivalent experience.

Help Desk Technician I

Receives telephone calls and/or e-mails from users having specific needs. Discusses symptoms with users to determine the source of a specific problem or error and recommends a solution. Supports the resolution of user software and hardware problems. Discusses issues with higher level Help Desk Specialist and/or programmers to explain problems. General knowledge of software and working knowledge of hardware and hardware configurations is required.

Education and Experience Requirements: High School Diploma and training certification from an accredited training institution. 0-6 months experience or equivalent experience.

Help Desk Technician II

Receives telephone calls and/or e-mails from users having specific needs. Discusses symptoms with users to determine the source of a specific problem or error and recommends a solution. Supports the resolution of user software and hardware problems. Discusses issues with higher level Help Desk Specialist and/or programmers to explain problems or to recommend solution(s) to problems. Knowledge of software and working knowledge of hardware and hardware configurations is required.

Education and Experience Requirements: High School Diploma and training certification from an accredited training institution. 1-3 years experience with 1 year of Help Desk experience or equivalent experience.

Help Desk Technician III

Resolves user software and hardware problems. Receives telephone calls and/or e-mails from users having specific needs. Supports the development of procedures for the Help Desk function. Discusses symptoms with users to determine the source of a specific problem or error and recommends a solution. Discusses issues with programmers to explain problems or to recommend solution(s) to problems. Knowledge of software and working knowledge of hardware and hardware configurations is required.

Education and Experience Requirements: Associate's Degree in Computer Science or related field or equivalent. 1-3 years experience with 1 year of Help Desk experience or equivalent experience.

Help Desk Technician IV

Can lead the efforts to development of procedures for the Help Desk function. Resolves user software and hardware problems. Receives telephone calls and/or e-mails from users having specific needs. Discusses symptoms with users to determine the source of a specific problem or error and recommends a solution. Discusses issues with programmers to explain problems or to recommend solution(s) to problems. Knowledge of software and working knowledge of hardware and hardware configurations is required. Maintains records of service calls, time to respond, and any problem areas outside technical help.

Education and Experience Requirements: Associate's Degree in Computer Science or related field or equivalent. 3-5 years experience with 2 years of Help Desk experience or equivalent experience.

Help Desk Technician V

Provides a high level of functional and IT analysis, design, integration and documentation assistance on problems which require a thorough knowledge of the hardware and software. Applies principles and methods to arrive at a solution for the user. Performs as lead Help Desk technician. Supports the development of procedures for the Help Desk function. Resolves user software and hardware problems. Receives telephone calls and/or e-mails from users having specific needs. Discusses symptoms with users to determine the source of a specific problem or error and recommends a solution. Discusses issues with programmers to explain problems or to recommend solution(s) to problems. Knowledge of software and working knowledge of hardware and hardware configurations is required. Interacts with clients in order to ensure that problems have been resolved in a timely and efficient manner.

Education and Experience Requirements: Bachelor's Degree in Computer Science or related field. 5-7 years experience with 1 year of related experience or equivalent experience.

Network Engineer I

Monitors and responds to complex hardware, software and network problems utilizing a variety of hardware and software testing tools and techniques. Provides primary interface with vendor support service groups or provides internal analysis and support to ensure appropriate notification during outages or periods of degraded system performance. Provides LAN server support. Requires extensive knowledge of PC/LAN communications hardware and software in multi-protocol environment, and network management software. May function as task lead providing guidance and training for less experienced technicians.

Education and Experience Requirements: Bachelor's Degree in Engineering, Computer Science, Information Systems or applicable technical training certificate from an accredited training institute. 6 months to 1 year of experience in computer systems/network engineering or equivalent experience.

Network Engineer II

Monitors and responds to complex hardware, software and network problems utilizing a variety of hardware and software testing tools and techniques. Provides primary interface with vendor support service groups or provides internal analysis and support to ensure appropriate notification during outages or periods of degraded system performance. Provides LAN server support. Requires extensive knowledge of PC/LAN communications hardware and software in multi-protocol environment, and network management software. Provides training for less experienced technicians. In support of microcomputer applications, analyzes requirements; in required media; provides program support; tests, debugs and writes documentation as required. May have responsibilities as task leader and for providing customer assistance support in setting up microcomputers and/or installing software packages.

Education and Experience Requirements: Bachelor's Degree in Engineering, Computer Science, Information Systems or applicable technical training certificate from an accredited training institute. 1-2 years of progressive experience in computer systems/network engineering and 1 year of specialized experience or equivalent experience.

Network Engineer III

Performs test and analyzes all elements of the network facilities including power, software, communications devices, lines, modems and terminals and for overall integration of the enterprise network. Supports efforts for planning, design, installation, maintenance, management and coordination of the network. Monitors and controls the performance and status of the network resources. Utilizes software and hardware tools, identifies and diagnoses complex problems and factors affecting network performance. Maintains technical currency and studies vendor products to determine those which best meet client needs. Trains less experienced network engineers and technicians. . In support of microcomputer applications, analyzes requirements; creates, designs and develops requirements in required media; provides program support; tests, debugs and writes documentation as required. May have responsibilities as task leader and for providing customer assistance support in setting up microcomputers and/or installing software packages.

Education and Experience Requirements: Bachelor's Degree in Engineering, Computer Science, Information Systems or applicable technical training certificate from an accredited training institute. 2-4 years of increasingly complex and progressive experience in computer systems/network engineering and 2 years of specialized experience or equivalent experience.

Network Engineer IV

May act as an individual contributor or task leader. Performs or supervises test and analyzes all elements of the network facilities including power, software, communications devices, lines, modems and terminals and for overall integration of the enterprise network. Supports efforts for planning, design, installation, maintenance, management and coordination of the network. Monitors and controls the performance and status of the network resources. Utilizes software and hardware tools, identifies and diagnoses complex problems and factors affecting network performance. Maintains technical currency and studies vendor products to determine those which best meet client needs. Trains less experienced network engineers and technicians. . In support of microcomputer applications, analyzes requirements; creates, designs and develops requirements in required media; provides program support; tests, debugs and writes documentation as required. May have responsibilities as task leader and for providing customer assistance support in setting up microcomputers and/or installing software packages.

Education and Experience Requirements: Bachelor's Degree in Engineering, Computer Science, Information Systems or applicable technical training certificate from an accredited training institute. 4-6

years of increasingly complex and progressive experience in computer systems/network engineering and 2 years of specialized experience or equivalent experience.

Network Engineer V

May act as an individual contributor or task leader. Performs or supervises test and analyzes all elements of the network facilities including power, software, communications devices, lines, modems and terminals and for overall integration of the enterprise network. Supervises efforts for planning, design, installation, maintenance, management and coordination of the network. Monitors and controls the performance and status of the network resources. Utilizes software and hardware tools, identifies and diagnoses complex problems and factors affecting network performance. Maintains technical currency and studies vendor products to determine those which best meet client needs. Trains less experienced network engineers and technicians. . In support of microcomputer applications, analyzes requirements; creates, designs and develops requirements in required media; provides program support; tests, debugs and writes documentation as required. May have responsibilities as task leader and for providing customer assistance support in setting up microcomputers and/or installing software packages.

Education and Experience Requirements: Bachelor's Degree in Engineering, Computer Science, Information Systems or applicable technical training certificate from an accredited training institute. 6-8 years of increasingly complex and progressive experience in computer systems/network engineering and 4 years of specialized experience or equivalent experience.

Operations Research Analyst

Duties include researching and analyzing data to support a study or program. Study problems and issues, sort the data into component parts. Gather information pertaining to the component parts from a variety of sources. To determine the best valued solution or most optimum approach to an issue.

Education and Experience Requirements: Bachelor's Degree in a related field. 4-6 years experience with 2 years of specialized experience or equivalent experience.

Program Manager I

This function serves as the counterpart to the client program/technical manager for a program. Manages program/technical support operations involving multiple tasks/projects and personnel at diverse locations. Organizes, directs and coordinates planning and execution of all program/technical support activities. Shall have demonstrated information technology expertise and communication skills to be able to interface with all levels of management. Assigns duties and reviews work of subordinates. Establishes and alters (as necessary) management structure within the program to effectively direct program/technical support activities. Meets and confers with client management officials regarding the status of specific Contractor program/technical activities and progress. Resolves problems, issues or conflicts as required. Ensures that program schedule, performance, and deliverables are met.

Education and Experience Requirements: Bachelor's Degree in Business Administration or related field or equivalent, a minimum of 4-6 years intensive and progressive experience in management of large programs. Three (3) years experience supervising, three (3) years managing projects of at least 10 personnel.

Program Manager II

This function serves as the counterpart to the client program/technical manager for intermediate to complex programs. Manages program/technical support operations involving multiple tasks/projects and

personnel at diverse locations. Organizes, directs and coordinates planning and execution of all program/technical support activities. Shall have demonstrated information technology expertise and communication skills to be able to interface with all levels of management. Assigns duties and reviews work of subordinates. Establishes and alters (as necessary) management structure within the program to effectively direct program/technical support activities. Meets and confers with client management officials regarding the status of specific Contractor program/technical activities and progress. Resolves problems, issues or conflicts as required. Ensures that program schedule, performance, and deliverables are met.

Education and Experience Requirements: Bachelor's Degree in Business Administration or related field, a minimum of 6-8 years intensive and progressive experience in management of large programs. Three (3) years experience supervising, three (3) years managing projects of at least 10 personnel or equivalent experience.

Program Manager III

This function serves as the counterpart to the client program/technical manager for a complex program. Manages program/technical support operations involving multiple tasks/projects and personnel at diverse locations. Organizes, directs and coordinates planning and execution of all program/technical support activities. Shall have demonstrated information technology expertise and communication skills to be able to interface with all levels of management. Assigns duties and reviews work of subordinates. Establishes and alters (as necessary) management structure within the program to effectively direct program/technical support activities. Meets and confers with client management officials regarding the status of specific Contractor program/technical activities and progress. Resolves problems, issues or conflicts as required. Ensures that program schedule, performance, and deliverables are met.

Education and Experience Requirements: Bachelor's Degree in Business Administration or related field, a minimum of 8-10 years intensive and progressive experience in management of large programs. Three (3) years experience supervising, three (3) years managing projects of at least 15 personnel or equivalent experience.

Programmer Analyst I

Interprets, implements, and maintains simple operating systems and subsystems from specifications prepared by vendors and engineers. May fine-tune simple applications to maximize throughput on various computing platforms and equipment configurations. Support efforts for integrating equipment and systems from multiple vendors into the overall organizational configuration to maximize data communications and resource sharing. Supports design, code, installation, and maintenance of appropriate systems software program. Performs simplistic systems re-generations where applicable to reflect changes in peripheral configuration; ensures the maintenance of adequate software systems documentation; supports gathering of information to management the purchase or lease of systems software personnel in the resolution of complex systems-related problems.

Education and Experience Requirements: A Bachelor's Degree in a related field or equivalent experience and 1 year of related work experience or equivalent experience.

Programmer Analyst II

Interprets, implements, and maintains operating systems and subsystems from specifications prepared by vendors and engineers. May fine-tune applications to maximize throughput on various computing platforms and equipment configurations. Support efforts for integrating equipment and systems from multiple vendors into the overall organizational configuration to maximize data communications and resource sharing. Supports design, code, installation, and maintenance of appropriate systems software program. Identifies, evaluates, tailors, and directs the implementation of vendor-supplied software packages. Performs simplistic systems re-generations where applicable to reflect changes in peripheral configuration; ensures the maintenance of adequate software systems documentation; prepares alterations to management the purchase or lease of systems software personnel in the resolution of complex systems-related problems.

Education and Experience Requirements: A Bachelor's Degree in a related field or equivalent experience and 1-3 years of related work experience or equivalent experience.

Programmer Analyst III

Interprets, implements, and maintains complex operating systems and subsystems from specifications prepared by vendors and engineers. Directs or fine-tunes applications to maximize throughput on various computing platforms and equipment configurations. Responsible for integrating equipment and systems from multiple vendors into the overall organizational configuration to maximize data communications and resource sharing. Designs, codes, installs, and maintains appropriate systems software program; identifies, evaluates, tailors, and directs the implementation of vendor-supplied software packages. Performs special systems re-generations where applicable to reflect changes in peripheral configuration; ensures the maintenance of adequate software systems documentation; recommends to management the purchase or lease of systems software personnel in the resolution of complex systems-related problems.

Education and Experience Requirements: A Bachelor's Degree in a related field or equivalent experience and 3-5 years of related work experience or equivalent experience.

Programmer I

Duties include writing very elementary code using languages such as COBOL and Prolog. May support the efforts to update, repair, modify and expand existing programs. May perform programming activities using computer-aided software engineering (CASE) tools. Test programs to ensure the instructions are correct and it produces the desired information or function. Performs debugging activities. This function may work in a mainframe environment and may support the preparation of instructions for a computer operator.

Education and Experience Requirements: An Associate's Degree in Computer Sciences or a related field or equivalent experience and 1 year of related work experience.

Programmer II

Duties include writing non-complex code using languages such as COBOL and Prolog. May support the efforts to update, repair, modify and expand existing programs. May perform programming activities using computer-aided software engineering (CASE) tools. Test programs to ensure the instructions are correct and it produces the desired information or function. Performs debugging activities. This function may work in a mainframe environment and may support the preparation of instructions for a computer operator.

Education and Experience Requirements: An Associate's Degree in Computer Sciences or a related field or equivalent experience and 1-2 year of related work experience.

Programmer III

Duties include writing complex code using languages such as COBOL, Prolog, Java, C++, or Visual Basic. May lead the efforts to update, repair, modify and expand existing programs. May perform programming activities using computer-aided software engineering (CASE) tools. Test programs to ensure the instructions are correct and it produces the desired information or function. Performs debugging activities. This function may work in a mainframe environment and may support the preparation of instructions for a computer operator.

Education and Experience Requirements: An Associate's Degree in Computer Sciences or a related field or equivalent experience and 2-4 year of related work experience.

Programmer IV

This position may be an individual contributor or function as the Task Leader. Duties include writing complex code using languages such as COBOL, Prolog, Java, C++, or Visual Basic. May lead the efforts to update, repair, modify and expand existing programs. May perform programming activities using computer-aided software engineering (CASE) tools. Test programs to ensure the instructions are correct and it produces the desired information or function. Performs debugging activities. This function may work in a mainframe environment and may support the preparation of instructions for a computer operator. Supervising other lower level programmers.

Education and Experience Requirements: A Bachelor's Degree in Computer Sciences or a related field or equivalent experience and 1-2 year of related work experience.

Programmer V

This position may function as the Task Leader. Duties include writing complex code using languages such as COBOL, Prolog, Java, C++, or Visual Basic. May lead the efforts to update, repair, modify and expand existing programs. May perform programming activities using computer-aided software engineering (CASE) tools. Test programs to ensure the instructions are correct and it produces the desired information or function. Performs debugging activities. This function may work in a mainframe environment and may support the preparation of instructions for a computer operator. Supervising other lower level programmers and possibly managing a task.

Education and Experience Requirements: A Bachelor's Degree in Computer Sciences or a related field or equivalent experience and 2-4 year of related work experience.

Program Director I

Responsible for overall management of large programs, extremely complex programs, or researches efforts. This individual represents senior level management whose competency concerning effectiveness and efficiency in managing dedicated overall program activity is paramount to contract success. Organizes, directs and coordinates planning and production of all program/effort activities. Must possess excellent oral and written communication skills, with demonstrated capability of dealing with all levels of management personnel, task/project managers and client representatives. Responsible for the performance of all program/effort requirements. Meets with appropriate client management personnel, other program managers and client agency representatives. Formulates and reviews strategic plans, subcontracting, and deliverable items. Responsible for the coordination of all functions of program/effort staff. Actively applies quality assurance measures to the management and performance of the program/effort.

Education and Experience Requirements: Master's Degree in Business Administration or related field, a minimum of 10 years intensive and progressive experience in management of large programs. Three (3) years experience supervising, three (3) years managing projects of at least 15 personnel or equivalent experience.

Program Director II

Responsible for overall management of very large programs, extremely complex programs, or researches efforts. This individual represents senior level management whose competency concerning effectiveness and efficiency in managing dedicated overall program activity is paramount to contract success. Organizes, directs and coordinates planning and production of all program/effort activities. Must possess excellent oral and written communication skills, with demonstrated capability of dealing with all levels of management personnel, task/project managers and client representatives. Responsible for the performance of all program/effort requirements. Meets with appropriate client management personnel, other program managers and client agency representatives. Formulates and reviews strategic plans, subcontracting, and deliverable items. Responsible for the coordination of all functions of program/effort staff. Actively applies quality assurance measures to the management and performance of the program/effort.

Education and Experience Requirements: Master's Degree in Business Administration or related field, a minimum of 12 years intensive and progressive experience in management of large programs. Five (5) years experience supervising, three (3) years managing projects of at least 15 personnel or equivalent experience.

Program Director III

Responsible for management of very large programs, extremely complex programs, or researches efforts. This individual represents senior level management whose competency concerning effectiveness and efficiency in managing dedicated overall program activity is paramount to contract success. Organizes, directs and coordinates planning and production of all program/effort activities. Must have excellent oral and written communication skills, with demonstrated capability of dealing with all levels of management personnel, task/project managers and client representatives. Responsible for the performance of all program/effort requirements. Meets with appropriate client management personnel, other program managers and client agency representatives. Formulates and reviews strategic plans, subcontracts, and deliverable items. Responsible for the coordination of all functions of program/effort staff. Actively applies quality assurance measures to the management and performance of the program/effort.

Education and Experience Requirements: Master's Degree in Business Administration or related field, a minimum of 14 years intensive and progressive experience in managing large programs. Seven (7) years experience supervising, five (5) years managing projects of at least 20 personnel or equivalent experience.

Project Manager I

This person performs project management for small and/or common tasks. Provides competent leadership and responsible project direction through successful performance of a variety of detailed, diverse elements of project management tasks. Directs completion of tasks within estimated timeframes and budget constraints. Schedules and assigns duties to subordinates and subcontractors to ensure assignments are completed as directed. Interfaces with client counterpart when appropriate. Reports in writing and orally to Program Manager (Director) on project progress/status and various issues or problems. Trains and/or oversees training of subordinates when required.

Education and Experience Requirements: Bachelor's Degree in related field or equivalent and minimum of 2-4 years experience or equivalent experience.

Project Manager II

This person performs project management for mid-sized, multiple tasks. Provides competent leadership and responsible project direction through successful performance of a variety of detailed, diverse elements of project management tasks. Directs completion of tasks within estimated timeframes and budget constraints. Schedules and assigns duties to subordinates and subcontractors to ensure assignments are completed as directed. Interfaces with client counterpart when appropriate. Reports in writing and orally to Program Manager (Director) on project progress/status and various issues or problems. Trains and/or oversees training of subordinates when required.

Education and Experience Requirements: Bachelor's Degree in related field or equivalent and minimum of 4-6 years related experience or equivalent experience.

Project Manager III

This person performs project management for large, multiple, and/or complex tasks. Provides competent leadership and responsible project direction through successful performance of a variety of detailed, diverse elements of project management tasks. Directs completion of tasks within estimated timeframes and budget constraints. Schedules and assigns duties to subordinates and subcontractors to ensure assignments are completed as directed. Interfaces with client counterpart when appropriate. Reports in writing and orally to Program Manager (Director) on project progress/status and various issues or problems. Trains and/or oversees training of subordinates when required.

Education and Experience Requirements: Bachelor's Degree in related field or equivalent and minimum of 6-8 years related experience.

Quality Control Specialist I

Supports the development and implementation of quality control methodologies to ensure compliance with quality assurance standards, guidelines and procedures in a small logistical computer-based organization. Supports the development and definition efforts of major and minor characteristics of quality including quality metrics and scoring parameters and determines requisite quality control resources for an actual effort. Maintains a process for evaluating hardware, software, and associated documentation and/or assists in the evaluation. Conducts and/or participates in formal and informal reviews at pre-determined points throughout the development cycle.

Education and Experience Requirements: Bachelor's Degree and 0-6 months experience or equivalent experience.

Quality Control Specialist II

Supports the development and implementation of quality control methodologies to ensure compliance with quality assurance standards, guidelines and procedures in a small to mid-sized logistical computer-based organization. Supports the development and definition efforts of major and minor characteristics of quality including quality metrics and scoring parameters and determines requisite quality control resources for an actual effort. Maintains a process for evaluating hardware, software, and associated documentation and/or assists in the evaluation. Conducts and/or participates in formal and informal reviews at pre-determined points throughout the development cycle.

Education and Experience Requirements: Bachelor's Degree and 2-4 years experience with 1 year related/specialized experience or equivalent experience.

Quality Control Supervisor

Acts as task leader or supervisor as required. Develops and implements quality control methodologies to ensure compliance with quality assurance standards, guidelines and procedures in a large logistical computer-based organization. Develops and defines major and minor characteristics of quality including quality metrics and scoring parameters and determines requisite quality control resources for an actual effort. Establishes and maintains a process for evaluating hardware, software, and associated documentation and/or assists in the evaluation. Conducts and/or participates in formal and informal reviews at pre-determined points throughout the development cycle. Trains and supervises lower-level quality assurance/control specialist.

Education and Experience Requirements: Bachelor's Degree and 4-6 years experience with 3 years related/specialized experience and at least 2 years management experience or equivalent experience.

Records Management Specialist

This function may provide supervision and direction to a lower level position. Duties include: maintaining and tracking records and references, organizing and maintaining periodicals, prepare volumes for binding, handle interlibrary loan requests, prepare invoices, perform routine cataloguing and coding of library materials, retrieve information from computer databases, and supervise support staff.

Education and Experience Requirements: High School Diploma (GED) and 1-2 years experience or equivalent experience.

Records Management Technician

Duties include: maintaining and tracking records and references, organizing and maintaining periodicals, prepare volumes for binding, handle interlibrary loan requests, prepare invoices, perform routine cataloguing and coding of library materials, retrieve information from computer databases, and supervise support staff.

Education and Experience Requirements: High School Diploma (GED) and 6 months experience or equivalent experience.

Software Engineer I

Under direct supervision, Supports efforts for research, designs and develops simple computer software systems in conjunction with hardware product development. Applies principles of computer science, engineering, and mathematical analysis. Supports the preparation of documentation and manuals for users. Requires regular supervision.

Education and Experience Requirements: Bachelor's Degree in engineering or related discipline 1-year experience or equivalent experience.

Software Engineer II

Supports (with supervision) research designs and develop simple computer software systems in conjunction with hardware product development. Applies principles of computer science, engineering, and mathematical analysis. Supports the preparation of documentation and manuals for users. Requires regular supervision.

Education and Experience Requirements: Bachelor's Degree in engineering or related discipline and 2-4 years experience or equivalent experience.

Subject Matter Expert I

Provides high-level subject matter expertise for work described in the program/task. Provides advanced technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation, training, and/or implementation advice on complex problems which require a high level knowledge of the subject matter for effective implementation. From computer systems standpoint, participates as needed in all phases of software and hardware development with emphasis on the planning, analysis, testing, integration, documentation, training, and presentation phases. From a business process standpoint, provides technical advice, guidance and direction for the improvement, modification, and re-engineering of business processes, policies and procedures for any functional area under consideration or review. Applies principles, methods, and knowledge of specific functional areas of expertise to specific task order/program. Is able to work independently at the highest level. Directs the composition or composes and finalizes documentation.

Education and Experience Requirements: Master's Degree in a related field of effort and 6-8 years related experience or equivalent experience.

Subject Matter Expert II

Provides high-level subject matter expertise for work described in the program/task. Provides advanced technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation, training, and/or implementation advice on complex problems which require a high level knowledge of the subject matter for effective implementation. From computer systems standpoint, participates as needed in all phases of software and hardware development with emphasis on the planning, analysis, testing, integration, documentation, training, and presentation phases. From a business process standpoint, provides technical advice, guidance and direction for the improvement, modification, and re-engineering of business processes, policies and procedures for any functional area under consideration or review. Applies principles, methods, and

knowledge of specific functional areas of expertise to specific task order/program. Is able to work independently at the highest level. Directs the composition or composes and finalizes documentation.

Education and Experience Requirements: Master's Degree in a related field of effort and 8-10 years related experience or equivalent experience.

Subject Matter Expert III

Provides high-level subject matter expertise for work described in the program/task. Provides advanced technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation, training, and/or implementation advice on complex problems which require a high level knowledge of the subject matter for effective implementation. From computer systems standpoint, participates as needed in all phases of software and hardware development with emphasis on the planning, analysis, testing, integration, documentation, training, and presentation phases. From a business process standpoint, provides technical advice, guidance and direction for the improvement, modification, and re-engineering of business processes, policies and procedures for any functional area under consideration or review. Applies principles, methods, and knowledge of specific functional areas of expertise to specific task order/program. Is able to work independently at the highest level. Directs the composition or composes and finalizes documentation.

Education and Experience Requirements: Master's Degree in a related field of effort and 10-12 years related experience or equivalent experience.

Subject Matter Expert IV

Provides extremely high-level subject matter expertise for work described in the program/task. Provides advanced technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation, training, and/or implementation advice on complex problems, which require doctorate level knowledge of the subject matter for effective implementation. From computer systems standpoint, participates as needed in all phases of software and hardware development with emphasis on the planning, analysis, testing, integration, documentation, training, and presentation phases. From a business process standpoint, provides technical advice, guidance and direction for the improvement, modification, and re-engineering of business processes, policies and procedures for any functional area under consideration or review. Applies principles, methods, and knowledge of specific functional areas of expertise to specific task order/program. Is able to work independently at the highest level. Directs the composition or composes and finalizes documentation.

Education and Experience Requirements: Ph.D. in a related field of effort and 12-15 years related experience or equivalent experience.

Systems Architect I

Duties include; designing systems based upon client's requirements, objectives, and funding provisions. Develops systems that are functional, compliant and that suit the needs of the end users. This function may be involved in all phases of system development. May perform duties such as; managing, supervising, and communicating with clients. In some cases, architect may provide various pre-design services, conduct feasibility and imbedded base studies, product selection or specifying the requirements the design must meet. This function also may prepare documentation of systems architect.

Education and Experience Requirements: Bachelor's Degree in Computer Sciences or Systems Technology or a related field of effort and 2-4 years related experience or equivalent experience.

Systems Architect II

Duties include; designing systems based upon client's requirements, objectives, and funding provisions. Develops systems that are functional, compliant and that suit the needs of the end users. This function may be involved in all phases of system development. May perform duties such as; managing, supervising, and communicating with clients. In some cases, architect may provide various pre-design services, conduct feasibility and imbedded base studies, product selection or specifying the requirements the design must meet. This function also may prepare documentation of systems architect.

Education and Experience Requirements: Bachelor's Degree in Computer Sciences or Systems Technology or a related field of effort and 4-6 years related experience or equivalent experience.

Systems Architect III

Duties include; designing systems based upon client's requirements, objectives, and funding provisions. Develops systems that are functional, compliant and that suit the needs of the end users. This function may be involved in all phases of system development. May perform duties such as; managing, supervising, and communicating with clients. In some cases, architect may provide various pre-design services, conduct feasibility and imbedded base studies, product selection or specifying the requirements the design must meet. This function also may prepare documentation of systems architect.

Education and Experience Requirements: Master's Degree in Computer Sciences or Systems Technology or a related field of effort and 2-4 years related experience or equivalent experience.

Systems Specialist I

Supports analysis, functional, logical, and technical analysis, feasibility studies, cost/benefits studies, life-cycle analysis, briefings and presentations, report writing, and post-implementation evaluations for information management projects. Acts as functional information resource for users as well as management. May coordinate with the Program/Project Manager, the COR, or end users as appropriate. Must have working knowledge of appropriate tools, techniques, and methodologies to perform tasks. Requires regular supervision.

Education and Experience Requirements: Associate's Degree (or equivalent) or certification for the subject matter from an accredited training institution. 1-2 years experience with one (1) year specialized study or experience in the order subject matter.

Systems Specialist II

Supports analysis, functional, logical, and technical analysis, feasibility studies, cost/benefits studies, life-cycle analysis, briefings and presentations, report writing, and post-implementation evaluations for information management projects. Acts as functional information resource for users as well as management. May coordinate with the Program/Project Manager, the COR, or end users as appropriate. Must have working knowledge of appropriate tools, techniques, and methodologies to perform tasks. Requires supervision.

Education and Experience Requirements: Bachelor's Degree (or equivalent) or certification for the subject matter from an accredited training institution. 1-2 years experience with one (1) year specialized study or experience in the order subject matter.

Systems Specialist III

Performs as a technical resource for information management projects. Performs fairly complex analysis of applications and operational environment, functional systems analysis, design, integration, documentation, training, and/or implementation. Acts as an information resource for users as well as management. Performs cost/benefit studies, life-cycle analysis, briefings and presentations. May coordinate with the Program/Project Manager, the COR, or end users as appropriate. Must have working knowledge of appropriate tools, techniques, and methodologies to perform tasks. Requires very little supervision.

Education and Experience Requirements: Bachelor's Degree (or equivalent) or certification for the subject matter from an accredited training institution. 2-4 years experience with three (3) years of specialized study or experience in the order subject matter.

Technical Analyst I

Duties include; discussing the problems/issues with managers, end users and/or clients to determine its exact nature. Support the definition of the goals and requirements of the system or end product. Support the development of the solution by defining steps and separate procedures. Performed structured analysis, data modeling, information engineering, mathematical model building, sampling, and cost accounting to plan the system and/or end product. May be required to support the preparation of a cost-benefit and return-on-investment analyses assist with management/client decision.

Education and Experience Requirements: Bachelor's Degree (or equivalent) or certification for the subject matter from an accredited training institution. 1-2 years experience with one (1) year specialized study or experience in the order subject matter.

Technical Analyst II

Duties include; discussing the problems/issues with managers, end users and/or clients to determine its exact nature. Support the definition of the goals and requirements of the system or end product. Support the development of the solution by defining steps and separate procedures. Perform structured analysis, data modeling, information engineering, mathematical model building, sampling, and cost accounting to plan the system and/or end product. May be required to support the preparation of a cost-benefit and return-on-investment analyses assist with management/client decision.

Education and Experience Requirements: Bachelor's Degree (or equivalent) or certification for the subject matter from an accredited training institution. 2-4 years experience with one (1) year specialized study or experience in the order subject matter.

Technical Analyst III

Duties include; discussing the problems/issues with managers, end users and/or clients to determine its exact nature. Support the definition of the goals and requirements of the system or end product. Support the development of the solution by defining steps and separate procedures. Perform structured analysis, data modeling, information engineering, mathematical model building, sampling, and cost accounting to plan the system and/or end product. May be required to support the preparation of a cost-benefit and return-on-investment analyses assist with management/client decision.

Education and Experience Requirements: Bachelor's Degree (or equivalent) or certification for the subject matter from an accredited training institution. 4-6 years experience with one (1) year specialized study or experience in the order subject matter.

Technical Analyst IV

May act as a Task Leader or Supervisor. Duties include; discussing the problems/issues with managers, end users and/or clients to determine its exact nature. Lead the process for definition of the goals and requirements of the system or end product. Lead the efforts for development of the solution by defining steps and separate procedures. Perform structured analysis, data modeling, information engineering, mathematical model building, sampling, and cost accounting to plan the system and/or end product. May be required to support the preparation of a cost-benefit and return-on-investment analyses assist with management/client decision.

Education and Experience Requirements: Master's Degree (or equivalent) or certification for the subject matter from an accredited training institution. 2-4 years experience with one (2) years specialized study or experience in the order subject matter.

Technical Writer

Prepares final documents for client acceptance. Plans, develops, maintains, rewrites, and produces documents as required by the client, regulations and/or specifications. Performs document review, edit and formalization of documents. Works independently. May train subordinate and lower level technical writers or editors. May support multiple tasks and perform as task leader.

Education and Experience Requirements: Bachelor's Degree and 3-5 years related experience or equivalent experience

Training Manager:

Manages and is responsible for all operations within the training organization. Supervises, schedules, plans, develops and performs training courses that are up to date and applicable. Ensures that all training courses are appropriate and effective. Responsible for major training projects with training data of a higher complexity and importance than those normally assigned to lower level trainers. Responsible for development and generation of user manuals, training manuals and other documentation required. Responsible for the coordination of training activities, classroom space is adequate. Ensures that all training materials, media and manuals are provided to students. Responsible for supervising and training subordinate training specialist.

Education and Experience Requirements: Bachelor's Degree in related field or equivalent and 8-10 years experience with 5 years of related work (training) experience or equivalent experience.

Training Specialist I

Supports efforts associated with scheduling, planning, developing and performing training courses that are up to date and applicable. Supports efforts that ensure all training courses are appropriate and effective. Performs training projects with training data of a simplistic nature. Supports the coordination of training activities and ensures that classroom space is adequate. Supports the development and production of training manuals, user manuals and other documentation as required. Ensures that all training materials, media and manuals are provided to students.

Education and Experience Requirements: Bachelor's Degree in related field or equivalent and 1-2 years experience with 6 months of related work (training) experience or equivalent experience.

Training Specialist II

Supports efforts associated with scheduling, planning, developing and performing training courses that are up to date and applicable. Supports efforts that ensure all training courses are appropriate and effective. Performs training projects with training data of a simplistic or intermediately complex nature.

Supports the coordination of training activities and ensures that classroom space is adequate. Supports the development and production of training manuals, user manuals and other documentation as required. Ensures that all training materials, media and manuals are provided to students.

Education and Experience Requirements: Bachelor's Degree in related field or equivalent and 2-4 years experience with 1 year of related work (training) experience or equivalent experience.

Training Specialist III

Supports efforts associated with scheduling, planning, developing and performing training courses that are up to date and applicable. Supports efforts that ensure all training courses are appropriate and effective. Performs training projects with training data of a intermediate complexity. Performs coordination of training activities and ensures that classroom space is adequate. Supports the development and production of training manuals, user manuals and other documentation as required. Ensures that all training materials, media and manuals are provided to students.

Education and Experience Requirements: Bachelor's Degree in related field or equivalent and 4-6 years experience with 2 years of related work (training) experience or equivalent experience.

**VISTRONIX, LLC –
ON-SITE SITE LABOR RATES**

Vistronix, LLC On-Site (at the Government Facility)
Special Item Number 132-51-Information Technology (IT) Professional Services

Item#	Labor Category	On-Site Labor Rates				
		Effective Date:				
		6 July 12	6 July 13	6 July 14	6 July 15	6 July 16
VA01	Administrative Support I	\$27.91	\$28.50	\$29.10	\$29.71	\$30.33
VA02	Administrative Support II	\$32.18	\$32.86	\$33.55	\$34.25	\$34.97
VA03	Administrative Support III	\$43.63	\$44.55	\$45.49	\$46.45	\$47.43
VA04	Administrative Support IV	\$48.40	\$49.42	\$50.46	\$51.52	\$52.60
VA05	Administrative Technician	\$35.18	\$35.92	\$36.67	\$37.44	\$38.23
VA06	<i>Reserved</i>	\$ -	\$ -	\$ -	\$ -	\$ -
VA07	Communications Engineer II	\$87.77	\$89.61	\$91.49	\$93.41	\$95.37
VA08	Communications Engineer III	\$105.43	\$107.64	\$109.90	\$112.21	\$114.57
VA09	Communications Engineer IV	\$112.02	\$114.37	\$116.77	\$119.22	\$121.72
VA10	Computer Operator I	\$34.64	\$35.37	\$36.11	\$36.87	\$37.64
VA11	Computer Operator II	\$48.40	\$49.42	\$50.46	\$51.52	\$52.60
VA12	Computer Operator III	\$56.80	\$57.99	\$59.21	\$60.45	\$61.72
VA13	<i>Reserved</i>	\$ -	\$ -	\$ -	\$ -	\$ -
VA14	<i>Reserved</i>	\$ -	\$ -	\$ -	\$ -	\$ -
VA15	<i>Reserved</i>	\$ -	\$ -	\$ -	\$ -	\$ -
VA16	Data Base Administrator I	\$92.98	\$94.93	\$96.92	\$98.96	\$101.04
VA17	Data Base Administrator II	\$109.13	\$111.42	\$113.76	\$116.15	\$118.59
VA18	Data Base Administrator III	\$115.50	\$117.93	\$120.41	\$122.94	\$125.52
VA19	<i>Reserved</i>	\$ -	\$ -	\$ -	\$ -	\$ -
VA20	<i>Reserved</i>	\$ -	\$ -	\$ -	\$ -	\$ -
VA21	<i>Reserved</i>	\$ -	\$ -	\$ -	\$ -	\$ -
VA22	General Clerk I	\$22.24	\$22.71	\$23.19	\$23.68	\$24.18
VA23	General Clerk II	\$25.86	\$26.40	\$26.95	\$27.52	\$28.10
VA24	General Clerk III	\$28.72	\$29.32	\$29.94	\$30.57	\$31.21
VA25	General Clerk IV	\$35.92	\$36.67	\$37.44	\$38.23	\$39.03
VA26	General Clerk V	\$43.59	\$44.51	\$45.44	\$46.39	\$47.36
VA27	Help Desk Technician I	\$48.07	\$49.08	\$50.11	\$51.16	\$52.23
VA28	Help Desk Technician II	\$57.52	\$58.73	\$59.96	\$61.22	\$62.51
VA29	Help Desk Technician III	\$71.46	\$72.96	\$74.49	\$76.05	\$77.65
VA30	<i>Reserved</i>	\$ -	\$ -	\$ -	\$ -	\$ -
VA31	<i>Reserved</i>	\$ -	\$ -	\$ -	\$ -	\$ -
VA32	Network Engineer I	\$81.85	\$83.57	\$85.32	\$87.11	\$88.94
VA33	Network Engineer II	\$94.69	\$96.68	\$98.71	\$100.78	\$102.90
VA34	<i>Reserved</i>	\$ -	\$ -	\$ -	\$ -	\$ -
VA35	<i>Reserved</i>	\$ -	\$ -	\$ -	\$ -	\$ -
VA36	<i>Reserved</i>	\$ -	\$ -	\$ -	\$ -	\$ -
VA37	<i>Reserved</i>	\$ -	\$ -	\$ -	\$ -	\$ -
VA38	Program Manager I	\$106.05	\$108.28	\$110.55	\$112.87	\$115.24
VA39	Program Manager II	\$129.58	\$132.30	\$135.08	\$137.92	\$140.82
VA40	Program Manager III	\$143.19	\$146.20	\$149.27	\$152.40	\$155.60
VA41	<i>Reserved</i>	\$ -	\$ -	\$ -	\$ -	\$ -
VA42	Programmer Analyst II	\$81.93	\$83.65	\$85.41	\$87.20	\$89.03
VA43	Programmer Analyst III	\$88.64	\$90.50	\$92.40	\$94.34	\$96.32
VA44	<i>Reserved</i>	\$ -	\$ -	\$ -	\$ -	\$ -
VA45	Programmer II	\$65.93	\$67.31	\$68.72	\$70.16	\$71.63
VA46	Programmer III	\$76.29	\$77.89	\$79.53	\$81.20	\$82.91

Item #	Labor Category	On-Site Labor Rates				
		Effective Date:				
		6 July 12	6 July 13	6 July 14	6 July 15	6 July 16
VA47	Programmer IV	\$85.65	\$87.45	\$89.29	\$91.17	\$93.08
VA48	Programmer V	\$93.01	\$94.96	\$96.95	\$98.99	\$101.07
VA49	Program Director I	\$138.35	\$141.26	\$144.23	\$147.26	\$150.35
VA50	<i>Reserved</i>	\$ -	\$ -	\$ -	\$ -	\$ -
VA51	<i>Reserved</i>	\$ -	\$ -	\$ -	\$ -	\$ -
VA52	Project Manager I	\$87.80	\$89.64	\$91.52	\$93.44	\$95.40
VA53	<i>Reserved</i>	\$ -	\$ -	\$ -	\$ -	\$ -
VA54	Project Manager III	\$106.05	\$108.28	\$110.55	\$112.87	\$115.24
VA55	Quality Control Specialist I	\$35.45	\$36.19	\$36.95	\$37.73	\$38.52
VA56	Quality Control Specialist II	\$52.33	\$53.43	\$54.55	\$55.70	\$56.87
VA57	Quality Control Supervisor	\$64.49	\$65.84	\$67.22	\$68.63	\$70.07
VA58	Records Management Specialist	\$43.59	\$44.51	\$45.44	\$46.39	\$47.36
VA59	<i>Reserved</i>	\$ -	\$ -	\$ -	\$ -	\$ -
VA60	Software Engineer I	\$85.22	\$87.01	\$88.84	\$90.71	\$92.61
VA61	Software Engineer II	\$99.44	\$101.53	\$103.66	\$105.84	\$108.06
VA62	Subject Matter Expert I	\$122.06	\$124.62	\$127.24	\$129.91	\$132.64
VA63	Subject Matter Expert II	\$143.19	\$146.20	\$149.27	\$152.40	\$155.60
VA64	Subject Matter Expert III	\$163.68	\$167.12	\$170.63	\$174.21	\$177.87
VA65	Subject Matter Expert IV	\$184.68	\$188.56	\$192.52	\$196.56	\$200.69
VA66	Systems Architect I	\$113.65	\$116.04	\$118.48	\$120.97	\$123.51
VA67	<i>Reserved</i>	\$ -	\$ -	\$ -	\$ -	\$ -
VA68	<i>Reserved</i>	\$ -	\$ -	\$ -	\$ -	\$ -
VA69	Systems Specialist I	\$47.02	\$48.01	\$49.02	\$50.05	\$51.10
VA70	Systems Specialist II	\$68.97	\$70.42	\$71.90	\$73.41	\$74.95
VA71	Systems Specialist III	\$90.82	\$92.73	\$94.68	\$96.67	\$98.70
VA72	Technical Analyst I	\$69.74	\$71.20	\$72.70	\$74.23	\$75.79
VA73	Technical Analyst II	\$78.12	\$79.76	\$81.43	\$83.14	\$84.89
VA74	<i>Reserved</i>	\$ -	\$ -	\$ -	\$ -	\$ -
VA75	Technical Analyst IV	\$90.82	\$92.73	\$94.68	\$96.67	\$98.70
VA76	Technical Writer	\$56.80	\$57.99	\$59.21	\$60.45	\$61.72
VA77	Training Manager	\$97.01	\$99.05	\$101.13	\$103.25	\$105.42
VA78	Training Specialist I	\$50.11	\$51.16	\$52.23	\$53.33	\$54.45
VA79	Training Specialist II	\$52.25	\$53.35	\$54.47	\$55.61	\$56.78
VA80	Training Specialist III	\$69.05	\$70.50	\$71.98	\$73.49	\$75.03

***Note: All non-professional labor categories must be incidental to and used solely to support hardware, software, training and/or professional services, and cannot be purchased separately.**

For additional information please contact Jodie Szymanski at Vistronix, LLC at Phone No.: (760) 603-1195 x1134 Fax No.:(703)483-2500 or Email: contracts@vistronix.com

**VISTRONIX, LLC
OFF-SITE LABOR RATES**

Vistronix, LLC Off-Site (at Vistronix, LLC Facility)
Special Item Number 132-51-Information Technology (IT) Professional Services

Item#	Labor Category	Off-Site Labor Rates				
		Effective Date:				
		6 July 12	6 July 13	6 July 14	6 July 15	6 July 16
V001	Program Manager	\$175.31	\$178.99	\$182.75	\$186.59	\$190.51
V002	Project Manager	\$104.77	\$106.97	\$109.22	\$111.51	\$113.85
V003	Principle Software Engineer	\$118.01	\$120.49	\$123.02	\$125.60	\$128.24
V004	<i>Reserved</i>	\$ -	\$ -	\$ -	\$ -	\$ -
V005	Senior Systems Specialist	\$107.00	\$109.25	\$111.54	\$113.88	\$116.27
V006	Systems Specialist	\$80.95	\$82.65	\$84.39	\$86.16	\$87.97
V007	Junior Systems Specialist	\$55.51	\$56.68	\$57.87	\$59.09	\$60.33
V009	Senior Communications Engineer	\$109.03	\$111.32	\$113.66	\$116.05	\$118.49
V010	Communications Engineer	\$91.46	\$93.38	\$95.34	\$97.34	\$99.38
V011	Senior Training Specialist	\$81.74	\$83.46	\$85.21	\$87.00	\$88.83
V012	Training Specialist	\$61.68	\$62.98	\$64.30	\$65.65	\$67.03
V013	<i>Reserved</i>	\$ -	\$ -	\$ -	\$ -	\$ -
V014	Technical Writer	\$58.70	\$59.93	\$61.19	\$62.47	\$63.78
V015	<i>Reserved</i>	\$ -	\$ -	\$ -	\$ -	\$ -
V016	Administrative Technician	\$38.94	\$39.76	\$40.59	\$41.44	\$42.31

***Note: All non-professional labor categories must be incidental to and used solely to support hardware, software, training and/or professional services, and cannot be purchased separately.**

For additional information please contact Jodie Szymanski at Vistronix, LLC at Phone No.: (760) 603-1195 x1134 Fax No.:(703)483-2500 or Email: contracts@vistronix.com

**EDUCATION AND EXPERIENCE REQUIREMENTS –
EQUIVALENCY SUBSTITUTION TABLE**

Requirement	Equivalency 1	Equivalency 2	Comments
Ph.D.	Master's Degree + 3 years	None	Equivalency years experience substitution must be in related experience
Master's Degree	Bachelor's Degree + 2 years	None	Equivalency years experience substitution must be in related experience
Bachelor's Degree	Associate's Degree + 2 years	5 years related experience	Equivalency years experience substitution must be in related experience
Associated Degree	High School Diploma/GED + 2 years	3 years related experience	Equivalency years experience substitution must be in related experience
Subject Matter Certification	Up to a Bachelor's Degree	Up to 5 years experience	
Up to 10 years related experience	Ph.D. in related a area	Master's Degree and 2 years related experience	
7-9 years related experience	Ph.D. or Master's Degree in a related area	Bachelor's Degree and 2 years Related experience	
4-6 years related experience	Ph.D., Master's or Bachelor's Degree	Associate's Degree with 2 years	
2-3 years related experience	Associate's Degree		

- The Contractor, unless otherwise cited in the Order, may make Education and Experience Equivalency 1 substitutions, unilaterally for all labor categories that cite “or equivalent”. For all other labor categories, the ordering client must provide prior written consent.
- Education and Experience Equivalency 2 substitutions can only be made with prior written consent from the client or as cited in the order.
- Equivalent substitutions are in addition to Education or Experience requirement (example: requirement Bachelor's Degree and 3 years related experience – the equivalent substitution for the degree would require the candidate to have either an Associate's Degree and 5 years experience, or 8 years related experience).

**USA COMMITMENT TO PROMOTE
SMALL BUSINESS PARTICIPATION
PROCUREMENT PROGRAMS**

PREAMBLE

Vistronix, LLC provides commercial products and services to ordering activities. We are committed to promoting participation of small, small disadvantaged and women-owned small businesses in our contracts. We pledge to provide opportunities to the small business community through reselling opportunities, mentor-protégé programs, joint ventures, teaming arrangements, and subcontracting.

COMMITMENT

To actively seek and partner with small businesses.

To identify, qualify, mentor and develop small, small disadvantaged and women-owned small businesses by purchasing from these businesses whenever practical.

To develop and promote company policy initiatives that demonstrate our support for awarding contracts and subcontracts to small business concerns.

To undertake significant efforts to determine the potential of small, small disadvantaged and women-owned small business to supply products and services to our company.

To insure procurement opportunities are designed to permit the maximum possible participation of small, small disadvantaged, and women-owned small businesses.

To attend business opportunity workshops, minority business enterprise seminars, trade fairs, procurement conferences, etc., to identify and increase small businesses with whom to partner.

To publicize in our marketing publications our interest in meeting small businesses that may be interested in subcontracting opportunities.

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in ordering activity contracts. To accelerate potential opportunities please contact Deepak Hathiramani at Vistronix, LLC at Phone No.: (703) 463-2059 Fax No.: (703) 483-2500 or Email Deepak.hathiramani@Vistronix.com

BPA NUMBER _____

(CUSTOMER NAME)
BLANKET PURCHASE AGREEMENT

Pursuant to GSA Federal Supply Schedule Contract Number(s) _____, Blanket Purchase Agreements, the Contractor agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH (Ordering activity):

The following contract items can be ordered under this BPA. All orders placed against this BPA are subject to the terms and conditions of the contract, except as noted below:

MODEL NUMBER/PART NUMBER *SPECIAL BPA DISCOUNT/PRICE

Delivery:

DESTINATION DELIVERY SCHEDULE/DATES

- (3) The Government estimates, but does not guarantee, that the volume of purchases through this agreement will be _____.
- (4) This BPA does not obligate any funds.
- (5) This BPA expires on _____ or at the end of the contract period, whichever is earlier.

The following office(s) is hereby authorized to place orders under this BPA:

OFFICE POINT OF CONTACT

- (7) Orders will be placed against this BPA via Electronic Data Interchange (EDI), FAX, or paper.
- (8) Unless otherwise agreed to, all deliveries under this BPA must be accompanied by delivery tickets or sales slips that must contain the following information as a minimum:
 - (a) Name of Contractor;
 - (b) Contract Number;
 - (c) BPA Number;
 - (d) Model Number or National Stock Number (NSN);
 - (e) Task/Delivery Order Number;
 - (f) Date of Purchase;
 - (g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and
 - (h) Date of Shipment.
- (9) The requirements of a proper invoice are specified in the Federal Supply Schedule contract. Invoices will be submitted to the address specified within the task/delivery order transmission issued against this BPA.
- (10) The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of this BPA and the Contractor's invoice, the provisions of this BPA will take precedence.

**BASIC GUIDELINES FOR USING
“CONTRACTOR TEAM ARRANGEMENTS”**

Federal Supply Schedule Contractors may use “Contractor Team Arrangements” (see FAR 9.6) to provide solutions when responding to a ordering activity requirements.

These Team Arrangements can be included under a Blanket Purchase Agreement (BPA). BPAs are permitted under all Federal Supply Schedule contracts.

Orders under a Team Arrangement are subject to terms and conditions or the Federal Supply Schedule Contract.

Participation in a Team Arrangement is limited to Federal Supply Schedule Contractors.

Customers should refer to FAR 9.6 for specific details on Team Arrangements.

Here is a general outline on how it works:

- The customer identifies their requirements.
- Federal Supply Schedule Contractors may individually meet the customers needs, or -
- Federal Supply Schedule Contractors may individually submit a Schedules “Team Solution” to meet the customer’s requirement.
- Customers make a best value selection.

**USING THE GSA SCHEDULE TO ACQUIRE
VISTRONIX PROFESSIONAL SERVICES IS...**

- **Simple**
 - Minimal documentation - SOW and Ordering Activity Purchase Order
 - No synopsis required
- **Fast**
 - Can be completed in as little as one week
 - No complex competitive analysis required (meets CICA guidelines)
- **Flexible**
 - No maximum order limitation
 - Additional discounts may be available for orders over \$500,000
 - Firm, fixed price or time and materials
 - Can implement BPAs for recurring requirements
 - Can combine with other vendor schedules for “one-stop shopping”
 - Contract period through July 2002 with Contract option through July 2007
 - Task orders under BPAs can be issued to exceed the contract period
- **Low cost**
 - Most Favored Customer Discounts
 - Quantity discounts may be available

Simply the best vehicle to procure services in the Federal Government.

VISTRONIX GSA SCHEDULE - ORDERING PROCESS
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- 1.) Identify Services requirement.**
 - *Review with Vistronix*

- 2.) Prepare Statement of Work (SOW).**
 - *Can be firm, fixed price (FFP) or time and materials (T&M) with a ceiling price*

- 3.) Complete Agency Purchase Order.**
 - *Identify Schedule labor categories, total price/ceiling*
 - *Complete administrative data.*
 - *If over micro-purchase threshold, review three Schedule price lists*

- 4.) Forward Purchase Order and SOW directly to Vistronix.**

VISTRONIX, LLC CORPORATE OVERVIEW

Innovation, Value, Results

Since 1990, Vistronix, LLC has been helping organizations gain a competitive advantage by ensuring enhanced performance of their enterprise IT solutions. As a leading information management, IT support services firm, we deliver expert solutions using a performance-driven, functional framework that improves organizational processes and supports business goals and objectives. Relying on industry-leading technologies, processes and organizational theories, Vistronix provides client-focused solutions, while ensuring immediate and lasting value. Our unique client-centric approach allows us to look at situations more effectively, rapidly driving innovations to shape usable and highly effective client solutions. Additionally, our Quality Management System (QMS) meets the requirements of ISO 9001:2008 and Level 2 process areas of the Capability Maturity Model Integration (CMMI) staged representation.

Vistronix Solutions

Information Management

With a focus on the Digital Asset Services Domain of the Federal Enterprise Architecture's Service Reference Model, Vistronix' Information Management competencies provide a multidisciplinary approach that applies sound management principles to the various life cycle stages of an organization's information. As a leading service provider to Federal, State and local government agencies, we understand that managing information is a complex and continuous cycle involving identifying, creating, acquiring, organizing, tracking, storing and disseminating information. Our commitment to Quality Management streamlines our processes, allows for rapid implementation, and ensures efficient use of resources.

As a partner of many of the most trusted names in the IT industry, Vistronix is well positioned to provide extensive expertise in the following areas:

- Business Process Analysis
- Enterprise Records Management
- Document Management
- Grants Management
- Library Management
- Correspondence Management

IT Support Services

Vistronix' IT Support Services provide highly-skilled technical services related to the use and integration of technology, specifically in the areas of application development and integration, systems development and management, database management and warehousing and customer relationship management/help desk. We have a proven history of successfully delivering innovative, enterprise-wide services to our clients, including Federal, State and local government agencies across multiple locations. Our trusted technology services increase an organization's productivity and return on IT investment. We offer a full range of professional services for planning, customizing, integrating, and deploying the latest in technology with extensive expertise in:

- Application Development and Integration
- Systems Development and Management
- Database Management and Warehousing
- Customer Relationship Management – Help Desk

VISTRONIX INC. SALES AND SERVICE POINTS



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