



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

The Contractor has been awarded under the cooperative purchasing program for the following SINs: 132-8, 132-12, and 132-51

**SIN 132-8 PURCHASE OF EQUIPMENT**

FSC CLASS 7010 - SYSTEM CONFIGURATION  
End User Computers/Desktop Computers  
Laptop/Portable/Notebook Computers  
FSC CLASS 7025 - INPUT/OUTPUT AND STORAGE DEVICES  
Network Equipment  
Other Communications Equipment

NOTE: Installation must be incidental to, in conjunction with and in direct support of the products sold under SIN 132-8 of this contract and cannot be purchased separately. If the construction, alteration or repair is segregable and exceeds \$2,000, then the requirements of the Davis-Bacon Act apply.

**SIN 132-12 - MAINTENANCE OF EQUIPMENT, REPAIR SERVICE, AND REPAIR PARTS/SPARE PARTS (FPDS Code J070 - Maintenance and Repair Service)(Repair Parts/Spare Parts - See FSC Class for basic equipment)**

- Maintenance
- Repair Service
- Repair Parts/Spare Parts

**SIN 132-51 - INFORMATION TECHNOLOGY (IT) 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 and Integration Services  
FPDS Code D308 Programming Services  
FPDS Code D310 IT Backup and Security Services  
FPDS Code D311 IT Data Conversion Services  
FPDS Code D316 IT Network Management Services  
FPDS Code D317 Automated News Services, Data Services, or Other Information 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 which 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 performed by the publisher or manufacturer or one of their authorized agents.

**Management Systems Services, Inc.**

5609 Fishers Lane, Suite 5B  
Rockville, MD 20852  
(p) 301.468.1484  
(f) 301.770.2753  
(w) www.mss-inc.com

Contract Number: GS-35F-4740G  
Period Covered by Contract: April 28, 1997- March 31, 2012  
General Services Administration  
Federal Supply Service  
Pricelist current through Modification # 37 dated June 23, 2008.

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/>

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**INFORMATION FOR ORDERING OFFICES  
APPLICABLE TO ALL SPECIAL ITEM NUMBERS**

***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](http://www.fss.gsa.gov)). The catalogs/pricelists, GSA Advantage!™ and the Federal Supply Service Home Page ([www.fss.gsa.gov](http://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:**

The Geographic Scope of Contract will be domestic delivery only.

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.

**2. CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION**

Management Systems Services, Inc.  
5609 Fishers Lane  
Suite 5B  
Rockville, MD 20852

Contractors are required to accept the Ordering agencies purchase card for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. Ordering agencies purchase 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.

The following telephone number(s) can be used by ordering agencies to obtain technical and/or ordering assistance:  
301.468.1484

**3. LIABILITY FOR INJURY OR DAMAGE**

The Contractor shall not be liable for any injury to Ordering agencies personnel or damage to Ordering agencies property arising from the use of equipment maintained by the Contractor, unless such injury or damage is due to the fault or negligence of the Contractor.

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

Block 9: G. Order/Modification Under Federal Schedule  
Block 16: Data Universal Numbering System (DUNS) Number: 12-154-8408  
Block 30: Type of Contractor: Other Small Business

Block 31: Woman-Owned Small Business - NO  
Block 36: Contractor's Taxpayer Identification Number (TIN): 52-1587397  
4a. CAGE Code: 0HPV5  
4b. Contractor has registered with the Central Contractor Registration Database.

**5. FOB DESTINATION**

**6. DELIVERY SCHEDULE**

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

SPECIAL ITEM NUMBER	DELIVERY TIME (Days ARO)
132-8	30 Days
132-12	30 Days
132-51	As Negotiated between Ordering Agency and Contractor

b. **URGENT REQUIREMENTS:** When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering agency, agencies 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 agency, 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: 0% - net 30 days from receipt of invoice or date of acceptance, whichever is later.
- b. Quantity: **None**
- c. Dollar Volume: **None**
- d. Government Educational Institutions: **Government Educational Institutions are offered the same discount as all other Government customers**
- 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:**

Available outside the scope of this contract

**10. SMALL REQUIREMENTS:** The minimum dollar value of orders to be issued is \$250.00

**11. MAXIMUM ORDER (All dollar amounts are exclusive of any discount for prompt payment.)**

The Maximum Order value for the following Special Item Numbers (SINs) is \$500,000:

- Special Item Number 132-8 - Purchase of Equipment
- Special Item Number 132-51 - Information Technology (IT) Professional Services

**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** Federal departments and agencies 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 offices, 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 OFFICES**

Any ordering office, 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 agencies's convenience, and (m) Termination for Cause (See C.1.)

**16. GSA Advantage!**

*GSA Advantage!* is an 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:

- a. Manufacturer;
- b. Manufacturer's Part Number; and
- c. 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.fss.gsa.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. ODCs (Other Direct Costs) are not part of this contract and should be treated as open market purchases. Ordering Activities procuring open market items must follow FAR 8.401(d).

For administrative convenience, an ordering office 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 office 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.

**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:

None

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Upon request of the Contractor, the Ordering agencies may provide the Contractor with logistics support, as available, in accordance with all applicable Ordering agencies regulations. Such Ordering agencies 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 requisitioning 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.

**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: <http://www.mss-inc.com>  
The EIT standard can be found at: [www.Section508.gov/](http://www.Section508.gov/).

**24. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES.**

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

(a) A copy of the authorization from the Agency 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).

**TERMS AND CONDITIONS APPLICABLE TO PURCHASE OF  
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT  
(SPECIAL ITEM NUMBER 132-8)**

**1. MATERIAL AND WORKMANSHIP**

All equipment furnished hereunder must satisfactorily perform the function for which it is intended.

**2. ORDER**

Written orders, EDI orders (GSA Advantage! and FACNET), credit card orders, and orders placed under blanket purchase agreements (BPA) agreements shall be the basis for purchase in accordance with the provisions of this contract. If time of delivery extends beyond the expiration date of the contract, the Contractor will be obligated to meet the delivery and installation date specified in the original order. For credit card orders and BPAs, telephone orders are permissible.

**3. TRANSPORTATION OF EQUIPMENT**

FOB DESTINATION. Prices cover equipment delivery to destination, for any location within the geographic scope of this contract.

**4. INSTALLATION AND TECHNICAL SERVICES**

a. **INSTALLATION.** When the equipment provided under this contract is not normally self-installable, the Contractor's technical personnel shall be available to the Ordering agencies, at the Ordering agencies's location, to install the equipment and to train Ordering agencies personnel in the use and maintenance of the equipment. The charges, if any, for such services are listed below, or in the price schedule:  
See Pricing Pages

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b. **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 requisitioning 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.

c. **OPERATING AND MAINTENANCE MANUALS.** The Contractor shall furnish the Ordering agencies with one (1) copy of all operating and maintenance manuals which are normally provided with the equipment being purchased.

**5. INSPECTION/ACCEPTANCE**

The Contractor shall only tender for acceptance those items that conform to the requirements of this contract. The Ordering agencies reserves the right to inspect or test any equipment that has been tendered for acceptance. The Ordering agencies may require repair or replacement of nonconforming equipment at

no increase in contract price. The Ordering agencies must exercise its postacceptance rights (1) within a reasonable time after the defect was discovered or should have been discovered; and (2) before any substantial change occurs in the condition of the item, unless the change is due to the defect in the item.

**6. WARRANTY**

- a. Unless specified otherwise in this contract, the Contractor's standard commercial warranty as stated in the contract's commercial pricelist will apply to this contract.
- b. The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract.
- c. Limitation of Liability. Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the Ordering agencies for consequential damages resulting from any defect or deficiencies in accepted items.
- d. If inspection and repair of defective equipment under this warranty will be performed at the Contractor's plant, the address is as follows:

Management Systems Services, Inc.  
5609 Fishers Lane  
Suite 5B  
Rockville, MD 20852

And defective equipment will be repaired or replaced within 48 hours after receipt.

**7. PURCHASE PRICE FOR ORDERED EQUIPMENT**

The purchase price that the Ordering agencies will be charged will be the Ordering agencies purchase price in effect at the time of order placement, or the Ordering agencies purchase price in effect on the installation date (or delivery date when installation is not applicable), whichever is less.

**8. RESPONSIBILITIES OF THE CONTRACTOR**

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City or otherwise) covering work of this character, and shall include all costs, if any, of such compliance in the prices quoted in this offer.

**9. TRADE-IN OF INFORMATION TECHNOLOGY EQUIPMENT**

When an agency determines that Information Technology equipment will be replaced, the agency shall follow the contracting policies and procedures in the Federal Acquisition Regulation (FAR), the policies and procedures regarding disposition of information technology excess personal property in the Federal Property Management Regulations (FPMR) (41 CFR 101-43.6), and the policies and procedures on exchange/sale contained in the FPMR (41 CFR part 101-46).

**TERMS AND CONDITIONS APPLICABLE TO MAINTENANCE, REPAIR  
SERVICE AND REPAIR PARTS/SPARE PARTS FOR ORDERING AGENCIES-  
OWNED GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY  
EQUIPMENT (AFTER EXPIRATION OF GUARANTEE/WARRANTY  
PROVISIONS AND/OR WHEN REQUIRED SERVICE IS NOT COVERED  
BY GUARANTEE/WARRANTY PROVISIONS) AND FOR LEASED EQUIPMENT  
(SPECIAL ITEM NUMBER 132-12)**

**1. SERVICE AREAS**

- a. The maintenance and repair service rates listed herein are applicable to any Ordering agencies location within a 50 mile radius of the Contractor's service points. If any additional charge is to apply because of the greater distance from the Contractor's service locations, the mileage rate or other distance factor shall be stated in paragraphs 7.d and 8.d of this Special Item Number 132-12.
- b. When repair services cannot be performed at the Ordering agencies installation site, the repair services will be performed at the Contractor's plant(s) listed below:

Management Systems Services, Inc.  
5609 Fishers Lane  
Suite 5B  
Rockville, MD 20852

**2. MAINTENANCE ORDER**

- a. Agencies may use written orders, EDI orders, credit card orders, or BPAs, for ordering maintenance under this contract. The Contractor shall confirm orders within fifteen (15) calendar days from the date of receipt, except that confirmation of orders shall be considered automatic for renewals for maintenance (Special Item Number 132-12). Automatic acceptance of order renewals for maintenance service shall apply for machines which may have been discontinued from use for temporary periods of time not longer than 120 calendar days. If the order is not confirmed by the Contractor as prescribed by this paragraph, the order shall be considered to be confirmed by the Contractor.
- b. The Contractor shall honor orders for maintenance for the duration of the contract period or a lesser period of time, for the equipment shown in the pricelist. Maintenance service shall commence on a mutually agreed upon date, which will be written into the maintenance order. Maintenance orders shall not be made effective before the expiration of any applicable maintenance and parts guarantee/warranty period associated with the purchase of equipment. Orders for maintenance service shall not extend beyond the end of the contract period.
- c. Maintenance may be discontinued by the Ordering agencies on thirty (30) calendar days written notice, or shorter notice when agreed to by the Contractor; such notice to become effective thirty (30) calendar days from the date on the notification. However, the Ordering agencies may extend the original discontinuance date upon written notice to the Contractor, provided that such notice is furnished at least ten (10) calendar days prior to the original discontinuance date.
- d. Annual Funding. When annually appropriated funds are cited on a maintenance order, the period of maintenance shall automatically expire on September 30th of the contract period, or at the end of the contract period, whichever occurs first. Renewal of a maintenance order citing the new appropriation shall be required, if maintenance is to continue during any remainder of the contract period.

- e. Cross-year Funding Within Contract Period. Where an ordering office's specific appropriation authority provides for funds in excess of a 12 month, fiscal year period, the ordering office may place an order under this schedule contract for a period up to the expiration of the contract period, notwithstanding the intervening fiscal years.
- f. Ordering offices should notify the Contractor in writing thirty (30) calendar days prior to the expiration of maintenance service, if maintenance is to be terminated at that time. Orders for continued maintenance will be required if maintenance is to be continued during the subsequent period.

**3. REPAIR SERVICE AND REPAIR PARTS/SPARE PARTS ORDERS**

- a. Agencies may use written orders, EDI orders, credit card orders, blanket purchase agreements (BPAs), or small order procedures for ordering repair service and/or repair parts/spare parts under this contract. Orders for repair service shall not extend beyond the end of the contract period.
- b. When repair service is ordered, only one chargeable repairman shall be dispatched to perform repair service, unless the ordering office agrees, in advance, that additional repair personnel are required to effect repairs.

**4. LOSS OR DAMAGE**

When the Contractor removes equipment to his establishment for repairs, the Contractor shall be responsible for any damage or loss, from the time the equipment is removed from the Ordering agencies installation, until the equipment is returned to such installation.

**5. SCOPE**

- a. The Contractor shall provide maintenance for all equipment listed herein, as requested by the Ordering agencies during the contract term. Repair service and repair parts/spare parts shall apply exclusively to the equipment types/models within the scope of this Information Technology Schedule.
- b. Equipment placed under maintenance service shall be in good operating condition.
  - (1) In order to determine that the equipment is in good operating condition, the equipment shall be subject to inspection by the Contractor, without charge to the Ordering agencies.
  - (2) Costs of any repairs performed for the purpose of placing the equipment in good operating condition shall be borne by the Contractor, if the equipment was under the Contractor's guarantee/warranty or maintenance responsibility prior to the effective date of the maintenance order.
  - (3) If the equipment was not under the Contractor's responsibility, the costs necessary to place the equipment in proper operating condition are to be borne by the Ordering agencies, in accordance with the provisions of Special Item Number 132-12 (or outside the scope of this contract).

**6. RESPONSIBILITIES OF THE ORDERING AGENCIES**

- a. Ordering agencies personnel shall not perform maintenance or attempt repairs to equipment while such equipment is under the purview of a maintenance order, unless agreed to by the Contractor.
- b. Subject to security regulations, the Ordering agencies shall permit access to the equipment which is to be maintained or repaired.

**7. RESPONSIBILITIES OF THE CONTRACTOR**

For equipment not covered by a maintenance contract or warranty, the Contractor's repair service personnel shall complete repairs as soon as possible after notification by the Ordering agencies that service is required. Within the service areas, this repair service should normally be done within 4 hours after notification.

**8. MAINTENANCE RATE PROVISIONS**

- a. The Contractor shall bear all costs of maintenance, including labor, parts, and such other expenses as are necessary to keep the equipment in good operating condition, provided that the required repairs are not occasioned by fault or negligence of the Ordering agencies.
- b. **REGULAR HOURS**  
The basic monthly rate for each make and model of equipment shall entitle the Ordering agencies to maintenance service during a mutually agreed upon nine (9) hour principal period of maintenance, Monday through Friday, exclusive of holidays observed at the Ordering agencies location.
- c. **AFTER HOURS**  
Should the Ordering agencies require that maintenance be performed outside of Regular Hours, charges for such maintenance, if any, will be specified in the pricelist. Periods of less than one hour will be prorated to the nearest quarter hour.
- d. **TRAVEL AND TRANSPORTATION**  
If any charge is to apply, over and above the regular maintenance rates, because of the distance between the Ordering agencies location and the Contractor's service area, the charge will be: \$0.35 per mile for sites greater than 50 miles from Washington, DC
- e. **QUANTITY DISCOUNTS**  
Quantity discounts from listed maintenance service rates for multiple equipment owned and/or leased by a Ordering agencies agency are indicated below:  
NONE

**9. REPAIR SERVICE RATE PROVISIONS**

- a. **CHARGES.** Charges for repair service will include the labor charge, computed at the rates set forth below, for the time during which repairmen are actually engaged in work, and, when applicable, the charge for travel or transportation.
- b. **MULTIPLE MACHINES.** When repairs are ordered by a Ordering agencies agency on two or more machines located in one or more buildings within walking distance of each other, the charges will be computed from the time the repairman commences work on the first machine, until the work is completed on the last machine. The time required to go from one machine to another, or from one building to another, will be considered actual work performance, and chargeable to the Ordering agencies, provided the time consumed in going between machines (or buildings) is reasonable.
- c. **TRAVEL OR TRANSPORTATION**
  - (1) **AT THE CONTRACTOR'S SHOP**
    - (i) When equipment is returned to the Contractor's shop for adjustments or repairs which are not covered by the guarantee/warranty provision, the cost of transportation, packing, etc., from the Ordering agencies location to the Contractor's plant, and return to the Ordering agencies location, shall be borne by the Ordering agencies.
    - (ii) The Ordering agencies should not return defective equipment to the Contractor for adjustments and repairs or replacement without his prior consultation and instruction.
  - (2) **AT THE ORDERING AGENCIES LOCATION (Within Established Service Areas)**  
When equipment is repaired at the Ordering agencies location, and repair service rates are established for service areas or zones, the listed rates are applicable to any Ordering agencies location within such service areas or zones. No extra charge, time, or expense

will be allowed for travel or transportation of repairmen or machines to or from the Ordering agencies office; such overhead is included in the repair service rates listed.

- (3) AT THE ORDERING AGENCIES LOCATION (Outside Established Service Areas)
  - (i) The repair service rates listed for subparagraph (2) above apply, except that a travel charge of .30 per mile for repairmen will apply to the round-trip distance between the geographic limits of the applicable service area and the Ordering agencies location. Such charge will apply as an additional charge, but it will be limited to one round trip for each request that is made by the ordering activity for repair service, regardless of whether repairs are performed at the Ordering agencies location or at the Contractor's shop.
  - (ii) When the overall travel charge computed at the above mileage rate is unreasonable (considering the time required for travel, actual and necessary transportation costs, and the allowable Ordering agencies per diem rate for each night the repairman is required to remain overnight at the Ordering agencies location), the Ordering agencies shall have the option of reimbursing the Contractor for actual costs, provided that the actual costs are reasonable and allowable. The Contractor shall furnish the Ordering agencies with a report of travel performed and related expenses incurred. The report shall include departure and arrival dates, times, and the applicable mode of travel.

d. LABOR RATES

- (1) REGULAR HOURS  
The Regular Hours repair service rates listed herein shall entitle the Ordering agencies to repair service during the period 8:00 a.m. to 5:00 p.m., Monday through Friday, exclusive of holidays observed at the Ordering agencies location. There shall be no additional charge for repair service which was requested during Regular Hours, but performed outside the Regular Hours defined above, at the convenience of the Contractor.
- (2) AFTER HOURS  
When the Ordering agencies requires that repair service be performed outside the Regular Hours defined above, except Sundays and Holidays observed at the Ordering agencies location, the After Hours repair service rates listed herein shall apply. The Regular Hours rates defined above shall apply when repair service is requested during Regular Hours, but performed After Hours at the convenience of the Contractor.
- (3) SUNDAYS AND HOLIDAYS  
When the Ordering agencies requires that repair service be performed on Sundays and Holidays observed at the Ordering agencies location, the Sundays and Holidays repair service rates listed herein shall apply. When repair service is requested to be performed during Regular Hours and/or After Hours, but is performed at the convenience of the Contractor on Sundays or Holidays observed at the Ordering agencies location, the Regular Hours and/or After Hours repair service rates, as applicable, shall apply.

**REPAIR SERVICE RATES**

<b>LOCATION</b>	<b>MINIMUM CHARGE*</b>	<b>REGULAR HOURS PER HOUR**</b>	<b>AFTER HOURS PER HOUR**</b>	<b>SUNDAYS AND HOLIDAYS PER HOUR</b>
CONTRACTOR'S SHOP	\$39.60	\$39.60	\$59.40	\$75.00

ORDERING AGENCIES LOCATION (WITHIN ESTABLISHED SERVICE AREAS)	\$44.00	\$44.00	\$66.00	\$80.00
ORDERING AGENCIES LOCATION (OUTSIDE ESTABLISHED SERVICE AREAS)	\$60.00+	\$60.00+	\$90.00+	\$120.00

\*MINIMUM CHARGES INCLUDE 1 FULL HOURS ON THE JOB.

\*\*FRACTIONAL HOURS, AT THE END OF THE JOB, WILL BE PRORATED TO THE NEAREST QUARTER HOUR.

**10. REPAIR PARTS/SPARE PARTS RATE PROVISIONS**

All parts, furnished as spares or as repair parts in connection with the repair of equipment, unless otherwise indicated in this pricelist, shall be new, standard parts manufactured by the equipment manufacturer. All parts shall be furnished at prices indicated in the Contractor's current commercial pricelist at a discount of 30% from such listed prices.

**11. GUARANTEE/WARRANTY—REPAIR SERVICE AND REPAIR PARTS/SPARE PARTS**

- a. REPAIR SERVICE  
All repair work will be guaranteed/warranted for a period of 90 Days
- b. REPAIR PARTS/SPARE PARTS  
All parts, furnished either as spares or repairs parts will be guaranteed/warranted for a period of 1 year.

**12. INVOICES AND PAYMENTS**

- a. Maintenance Service
  - (1) Invoices for maintenance service shall be submitted by the Contractor on a quarterly or monthly basis, after the completion of such period. Maintenance charges must be paid in arrears (31 U.S.C. 3324). PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.
  - (2) Payment for maintenance service of less than one month's duration shall be prorated at 1/30th of the monthly rate for each calendar day.
- b. Repair Service and Repair Parts/Spare Parts  
Invoices for repair service and parts shall be submitted by the Contractor as soon as possible after completion of work. Payment under blanket purchase agreements will be made quarterly or monthly, except where cash payment procedures are used. Invoices shall be submitted separately to each Ordering agencies office ordering services under the contract. The cost of repair parts shall be shown as a separate item on the invoice, and shall be priced in accordance with paragraph #10, above. PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.

**TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT)  
PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 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 agencies location, as agreed to by the Contractor and the ordering office.

**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. ORDERING PROCEDURES FOR SERVICES (REQUIRING A STATEMENT OF WORK)  
(G-FCI-920) (MAR 2003)**

FAR 8.402 contemplates that GSA may occasionally find it necessary to establish special ordering procedures for individual Federal Supply Schedules or for some Special Item Numbers (SINs) within a Schedule. GSA has established special ordering procedures for services that require a Statement of Work. These special ordering procedures take precedence over the procedures in FAR 8.404 (b)(2) through (b)(3).

When ordering services over \$100,000, Department of Defense (DOD) ordering offices and non-DOD agencies placing orders on behalf of the DOD must follow the policies and procedures in the Defense Federal Acquisition Regulation Supplement (DFARS) 208.404-70 – Additional ordering procedures for services. When DFARS 208.404-70 is applicable and there is a conflict between the ordering procedures contained in this clause and the additional ordering procedures for services in DFARS 208.404-70, the DFARS procedures take precedence. GSA has determined that the prices for services contained in the contractor's price list applicable to this Schedule are fair and reasonable. However, the ordering activity using this contract is responsible for considering the level of effort and mix of labor proposed to perform a specific task being ordered and for making a determination that the total firm-fixed price or ceiling price is fair and reasonable.

- (a) When ordering services, ordering activities shall—
  - (1) Prepare a Request (Request for Quote or other communication tool):
    - (i) A statement of work (a performance-based statement of work is preferred) that outlines, at a minimum, the work to be performed, location of work, period of performance, deliverable schedule, applicable standards, acceptance criteria, and any special requirements (i.e., security clearances, travel, special knowledge, etc.) should be prepared.
    - (ii) The request should include the statement of work and request the contractors to submit either a firm-fixed price or a ceiling price to provide the services outlined in

the statement of work. A firm-fixed price order shall be requested, unless the ordering activity makes a determination that it is not possible at the time of placing the order to estimate accurately the extent or duration of the work or to anticipate cost with any reasonable degree of confidence. When such a determination is made, a labor hour or time-and-materials proposal may be requested. The firm-fixed price shall be based on the rates in the schedule contract and shall consider the mix of labor categories and level of effort required to perform the services described in the statement of work. The firm-fixed price of the order should also include any travel costs or other incidental costs related to performance of the services ordered, unless the order provides for reimbursement of travel costs at the rates provided in the Federal Travel or Joint Travel Regulations. A ceiling price must be established for labor-hour and time-and-materials orders.

- (iii) The request may ask the contractors, if necessary or appropriate, to submit a project plan for performing the task, and information on the contractor's experience and/or past performance performing similar tasks.
- (iv) The request shall notify the contractors what basis will be used for selecting the contractor to receive the order. The notice shall include the basis for determining whether the contractors are technically qualified and provide an explanation regarding the intended use of any experience and/or past performance information in determining technical qualification of responses. If consideration will be limited to schedule contractors who are small business concerns as permitted by paragraph (2) below, the request shall notify the contractors that will be the case.

(2) Transmit the Request to Contractors

Based upon an initial evaluation of catalogs and price lists, the ordering activity should identify the contractors that appear to offer the best value (considering the scope of services offered, pricing and other factors such as contractors' locations, as appropriate) and transmit the request as follows:

NOTE: When buying IT professional services under SIN 132—51 ONLY, the ordering office, at its discretion, may limit consideration to those schedule contractors that are small business concerns. This limitation is not applicable when buying supplies and/or services under other SINs as well as SIN 132-51. The limitation may only be used when at least three (3) small businesses that appear to offer services that will meet the agency's needs are available, if the order is estimated to exceed the micro-purchase threshold.

- (i) The request should be provided to at least three (3) contractors if the proposed order is estimated to exceed the micro-purchase threshold, but not exceed the maximum order threshold.
- (ii) For proposed orders exceeding the maximum order threshold, the request should be provided to additional contractors that offer services that will meet the ordering activity's needs.
- (iii) In addition, the request shall be provided to any contractor who specifically requests a copy of the request for the proposed order.
- (iv) Ordering activities should strive to minimize the contractors' costs associated with responding to requests for quotes for specific orders. Requests should be tailored to the minimum level necessary for adequate evaluation and selection for order placement. Oral presentations should be considered, when possible.

(3) Evaluate Responses and Select the Contractor to Receive the Order:

After responses have been evaluated against the factors identified in the request, the order should be placed with the schedule contractor that represents the best value. (See FAR 8.404)

- (b) The establishment of Federal Supply Schedule Blanket Purchase Agreements (BPAs) for recurring services is permitted when the procedures outlined herein are followed. All BPAs for services must define the services that may be ordered under the BPA, along with delivery or performance time frames, billing procedures, etc. The potential volume of orders under BPAs, regardless of the size of individual orders, may offer the ordering activity the opportunity to secure volume discounts. When establishing BPAs, ordering activities shall—
  - (1) Inform contractors in the request (based on the ordering activity's requirement) if a single BPA or multiple BPAs will be established, and indicate the basis that will be used for selecting the contractors to be awarded the BPAs.
    - (i) **SINGLE BPA:** Generally, a single BPA should be established when the ordering activity can define the tasks to be ordered under the BPA and establish a firm-fixed price or ceiling price for individual tasks or services to be ordered. When this occurs, authorized users may place the order directly under the established BPA when the need for service arises. The schedule contractor that represents the best value should be awarded the BPA. (See FAR 8.404)
    - (ii) **MULTIPLE BPAs:** When the ordering activity determines multiple BPAs are needed to meet its requirements, the ordering activity should determine which contractors can meet any technical qualifications before establishing the BPAs. When establishing the BPAs, the procedures in (a)(2) above must be followed. The procedures at (a)(2) do not apply to orders issued under multiple BPAs. Authorized users must transmit the request for quote for an order to all BPA holders and then place the order with the Schedule contractor that represents the best value.
  - (2) **Review BPAs Periodically:** Such reviews shall be conducted at least annually. The purpose of the review is to determine whether the BPA still represents the best value. (See FAR 8.404)
- (c) The ordering activity should give preference to small business concerns when two or more contractors can provide the services at the same firm-fixed price or ceiling price.
- (d) When the ordering activity's requirement involves both products as well as executive, administrative and/or professional, services, the ordering activity should total the prices for the products and the firm-fixed price for the services and select the contractor that represents the best value. (See FAR 8.404)
- (e) The ordering activity, at a minimum, should document orders by identifying the contractor from which the services were purchased, the services purchased, and the amount paid. If other than a firm-fixed price order is placed, such documentation should include the basis for the determination to use a labor-hour or time-and-materials order. For ordering activity requirements in excess of the micro-purchase threshold, the order file should document the evaluation of Schedule contractors' quotes that formed the basis for the selection of the contractor that received the order and the rationale for any trade-offs made in making the selection.

#### **4. 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 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.

**5. PERFORMANCE OF SERVICES**

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering office.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering office.
- c. The Agency 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 Ordering agencies per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

**6. 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.

**7. INSPECTION OF SERVICES**

The Inspection of Services–Fixed Price (AUG 1996) 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) clause at FAR 52.246-6 applies to time-and-materials and labor-hour orders placed under this contract.

**8. 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 Rights in Data – General, may apply.

**9. RESPONSIBILITIES OF THE ORDERING AGENCIES**

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

**10. 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 agencies.

**11. 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 agencies contract, without some restriction on 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 agencies, ordering offices 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.

**12. INVOICES**

The Contractor, upon completion of the work ordered, shall submit invoices for IT services. Progress payments may be authorized by the ordering office 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.

**13. 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 I (APR 1984) 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 (DEC 2002) applies to labor-hour orders placed under this contract.

**14. RESUMES**

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

**15. INCIDENTAL SUPPORT COSTS**

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

**16. 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.

**17. DESCRIPTION OF IT SERVICES AND PRICING**

Please refer to the attached Professional Information Technology Labor Category Descriptions and GSA pricing.

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

**PREAMBLE**

*(Name of Company)* provides commercial products and services to the Federal Ordering agencies. 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 Federal Ordering agencies contracts. To accelerate potential opportunities please

Management Systems Services, Inc.  
5609 Fishers Lane  
Suite 5B  
Rockville, MD 20852



**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 Agency):

- (1) 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
_____	_____
_____	_____
_____	_____

- (2) Delivery:

DESTINATION	DELIVERY SCHEDULES / DATES
_____	_____
_____	_____
_____	_____

- (3) The Ordering agencies 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.

- (6) 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) Purchase 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 purchase 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 customer agency 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 of 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 customer's 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.

***CONTRACTOR'S INFORMATION TECHNOLOGY LABOR  
CATEGORY DESCRIPTIONS***

*SUFFIX LEGEND C=CLIENT SITE M=MSSI SITE*

**PROGRAM MANAGER****ITEM NO. M-2001**

## Minimum Requirements:

Fifteen (15) years experience in the Information Technology field. Must have managed an Information Technology organization having over twenty five (25) technologists

## Functional Requirements:

Previous experience in conducting feasibility studies and information technology architectural planning as the lead person; familiarity with trade off analysis and cost benefit analysis

## Minimum Education:

Masters Degree (MS) in a computer related discipline.

Master of Business Administration (MBA)

CERTIFIED BY ONE OF THE MAJOR COMPUTER HARDWARE AND / OR SOFTWARE VENDORS

**PROJECT MANAGER****ITEM NO. M-2002**

## Minimum General Requirements:

Eight (8) years experience in the Information Technology field. Must have managed an information technology group having over five (5) people

## Functional Requirements:

Previous experience as a lead person or a team leader familiar with management theories

## Minimum Education:

BA/BS degree or equivalent or an additional two (2) years of information technology experience; certified by one of the major hardware or software vendors

**PROJECT CONTROL SPECIALIST****ITEM NO. M-2003**

## Minimum General Requirements:

Two (2) years experience in controlling projects.

## Functional Requirements:

Knowledge of MS Project or the equivalent, knowledge of Project Management controls, knowledge of monetary and project controls

## Minimum Education:

BA/BS Degree, Project Management Certified or at least two (2) additional years of project control experience

**PROGRAM ADMINISTRATION SPECIALIST****ITEM NO. M-2004**

## Minimum General Requirements:

Two (4) years experience in controlling projects.

## Functional Requirements:

Knowledge of MS Project or the equivalent, knowledge of Project Management controls, knowledge of monetary and project controls

## Minimum Education:

BA/BS Degree, Project Management Certified or at least two (4) additional years of project control experience

**PRINCIPAL SYSTEMS ARCHITECT****ITEM NO. M-2005**

## Minimum General Requirements:

Fifteen (15) years experience in the Information Technology field. Must have managed an Information Technology organization having over twenty five (25) technologists; Requires extensive knowledge of products and services, strategies and solutions being offered by competitive systems integrators; OEM products, and industry applications

## Functional Requirements

Previous experience in conducting feasibility and information technology architectural planning studies as the lead person; familiarity with trade off analysis and cost benefit analysis; Understands all elements required to architect, design, build, test, install, operate and maintain a complex system that requires a variety of resources, subcontractors and clients

## Minimum Education:

Masters Degree (MS) in a computer related discipline.  
Master of Business Administration (MBA)  
Certified by one of the major computer hardware and/or software vendors

**SENIOR SYSTEMS ARCHITECT**

**ITEM NO. M-2006**

Minimum General Requirements:

Ten (10) years experience in the Information Technology field. Must have managed an Information Technology organization having over fifteen (15) technologist; Requires extensive knowledge of products and services, strategies and solutions being offered by competitive systems integrators; OEM products, and industry applications.

Functional Requirements:

Previous experience in conducting feasibility and information technology architectural planning studies; familiarity with trade off analysis and cost benefit analysis; Understands all elements required to architect, design, build, test, install, operate and maintain a complex system that requires a variety of resources, subcontractors and clients

Minimum Education:

Masters Degree (MS) in a computer related discipline  
Master of Business Administration (MBA)  
Certified by on of the major computer hardware and/or software vendors

**SENIOR COMPUTER SYSTEMS ANALYST**

**ITEM NO. M-2007**

Minimum General Requirements:

Seven (7) years experience in the Information Technology field with at least five (5) years of systems analysis and design experience. Ability to function independently

Functional Requirements:

Ability to interact with the end-user, able to identify problems, alternative approaches to problems and recommend solutions

Minimum Education:

BA/BS Degree  
MA/MS Degree or equivalent  
Certified by a major hardware and software vendor

**COMPUTER SYSTEMS ANALYST**

**ITEM NO. M-2008**

Minimum General Requirements:

Five (5) years experience in the Information Technology field with at least (2) years of systems analysis and design experience; Ability to function with very little guidance

Functional Requirements:

Ability to interact with the end-user; Ability to identify problems, develop alternative approaches to problems and recommend solutions.

Minimum Education:

BA/BS Degree  
Certified by a major hardware or software vendor

**JUNIOR COMPUTER SYSTEMS ANALYST**

**ITEM NO. M-2009**

Minimum General Requirements:

One (1) year experience in the Information Technology field

Functional Requirements:

Ability to interact with the end-user; Requires significant guidance to complete tasks; Ability to identify problems, develop alternative approaches to problems, and recommend solutions

MINIMUM EDUCATION:

BA/BS Degree or equivalent

**SENIOR APPLICATIONS SUPPORT SPECIALIST**

**ITEM NO. M-2010**

Minimum / General Micro Computer Experience:

Five (5) years experience in providing support for end-user applications including MS Windows, Word, Excel Powerpoint, Access, and Outlook

Functional Requirements:

End-user support for various software applications packages; end user group training; requires significant knowledge of micro computer products – hardware and software

Minimum Education

BA/BS degree from an accredited college or university or 3 additional years experience in lieu of degree.

**APPLICATIONS SUPPORT SPECIALIST**

**ITEM NO. M-2011**

Minimum / General Experience:

Three (3) years experience in providing end-user applications supporting MS Windows and the MS Word, Excel Powerpoint, Access, and Outlook

Functional Requirements:

One on one end user support and various software applications support packages; end user group training. Requires knowledge of micro computer products hardware and software

Minimum Education

BA/BS degree from an accredited college or university or 3 additional years experience in lieu of degree.

**SENIOR CERTIFIED LASER JET REPAIR TECHNICIAN**

**ITEM NO. M-2012**

Minimum / General Experience:

Five (5) years of technical experience which applies to the repair of laser jet printers. Must be certified in over five different laser jet categories from at least two different vendors.

Functional Responsibility:

Must be able to independently repair laser jet printers. Must be able to diagnose all laser jet hardware problems and repair them including parts identification and replacement. Experience with network support/administration; Ability to successfully interface with customers, co-workers, and supervisors on a consistent, daily basis

Minimum Education:

A+ Certified Technician  
Laser Jet Certified by Hewlett Packard  
Xerox Certified Technician on Phaser Series (Recommended)

**SENIOR CERTIFIED COMPAQ DESKTOP TECHNICIAN**

**ITEM NO. M-2013**

Minimum / General Qualifications:

Six (6) years of technical experience which applies to the repair of complex micro computer hardware. Familiar with all types of desktop and laptop micro computers especially Compaq. Experience with network support/administration; Ability to successfully interface with customers, co-workers, and supervisors on a consistent, daily basis

Functional Responsibility:

Must be able to perform independently hardware repair on Compaq laptop and Desktop computers and other brands. Must have a strong and proven background in desktop computer management, repair and associated concepts and implementations including:

Extensive Windows-based desktop computer repair skills, diagnosis and resolution of hardware and software problems, installation of desktop software, configuration, performance tuning, customer and business desktop computing needs analysis and recommendation and peripherals.

Good working knowledge of networking and related desktop interfaces.

Minimum Education:

A+ Certified Technician  
Accredited Certified Technician (ACT) by Compaq for desktops and laptops

**SENIOR CERTIFIED COMPAQ NETWORK ENGINEER**

**ITEM NO. M-2014**

Minimum / General Qualifications:

Five (5) years of technical experience which applies to the analysis, repair of complex micro computer network issues.

Functional Responsibility:

Guides users in formulating the most effective approach in order to create network efficiency. Advises clients to alternative new approaches to networks. Extensive Windows-based desktop computer repair skills, diagnosis and resolution of hardware and software problems, installation of desktop software, configuration, performance tuning, customer and business desktop computing needs analysis and recommendation and peripherals. Good working knowledge of networking and related desktop interfaces.

Minimum Education:

BS Degree or three (3) additional years of experience  
Accredited Systems Engineer (ASE) by Compaq  
Novell Certified Network Engineer (CNE) or Microsoft Certified Systems Engineer (MCSE)BS  
Degree or three (3) additional years of experience.

**SENIOR CERTIFIED NETWORK ENGINEER**

**ITEM NO. M-2015**

Minimum / General Qualifications:

Five (5) years of technical experience which applies to the analysis, repair of complex micro computer network issues.

Functional Responsibility:

Guides users in formulating the most effective approach in order to create network efficiency. Advises clients to alternative new approaches to networks.

Minimum Education:

Novell Certified Network Engineer (CNE) or Microsoft Certified Systems Engineer (MCSE)  
BS Degree or three (3) additional years of experience.

**NETWORK ENGINEER II**

**ITEM NO. M-2016**

Minimum General Requirements:

Three (3) years of technical experience which applies to the analysis, repair of complex micro computer network issues.

Functional Requirements:

Guides users in formulating the most effective approach in order to create network efficiency. Advises clients to alternative new approaches to networks. Knowledge of Web and Information Systems planning.

Minimum Education:

BS Degree or three (3) additional years of experience.  
Novell Certified Network Engineer (CNE) or Microsoft Certified Systems Engineer (MCSE), or  
Microsoft Certified Professional (MCP) or three (3) additional years of experience

**SENIOR DATA BASE MANAGEMENT SPECIALIST**

**ITEM NO. M-2017**

Minimum / General Qualifications:

Five (5) years of information technology technical experience in the areas of data base analysis, data base design and data base installation and data base support. Must be able to function independently and with minimum direction.

Functional Responsibility:

Three (3) years of Oracle and / or three (3) years of SQL experience, two (2) years data warehousing experience

Minimum Education:

BA/BS Degree from and accredited college or university or three (3) additional years of experience

**DATA BASE MANAGEMENT SPECIALIST**

**ITEM NO. M-2018**

Minimum / General Qualifications:

Three (3) years of information technology technical experience in the areas of data base analysis, data base design and data base installation and data base support. Must be able to function independently and with minimum direction.

Functional Responsibility: One (1) year of Oracle and / or one (1) year of SQL experience

Minimum Education: BA/BS Degree from and accredited college or university or three (3) additional years

**COMPUTER OPERATIONS MANAGER**

**ITEM NO. M-2019**

Minimum General Requirements:

Six (6) years of experience in the Information Technology field. Three (3) years of experience managing computer operations including, responsibility for cost, personnel and administration

Functional Requirements:

Previous experience manager, organizing, and operating a computer operation

Minimum Education:

BA/BS Degree

MS/MA/MBA degree or equivalent or at least four (4) years of additional experience

**SYSTEM OPERATOR**

**ITEM NO. M-2020**

Minimum General Requirements:

Six (6) months experience in operating a computer

Functional Requirements:

Ability to operate a computer

Minimum Education:

Appropriate credentials in computer operations

**INFORMATION TRAINING DEVELOPMENT SPECIALIST**

**ITEM NO. M-2021**

Minimum / General Qualifications:

Seven (7) years of experience in the training development field; ability to create lesson plans;

Extensive knowledge in the information technology field; previous class room training experience

Functional Responsibility:

Ability to function independently with a minimum amount of guidance; ability to create a proper training environment

MINIMUM EDUCATION:

BA/BS Degree

MA/MS Degree in instructional development or the equivalent or an additional five years experience

**SENIOR TRAINING SPECIALIST**

**ITEM NO. M-2022**

Minimum / General Qualifications:

Ten (10) years experience at least five (5) of which must be in the Information Technology field; must be able to function independently

Functional Responsibility:

Ability to create training materials, schedule time, prepare class room lessons; ability to communicate with students; Ability to function independently

Minimum Education:

MA/MS Degree in Education or related functional discipline

Five (5) years previous teaching experience

**TRAINING SPECIALIST**

**ITEM NO. M-2023**

Minimum / General Qualifications:

Five (5) years experience at least two (2) years of which must be in the Information Technology field; must be able to function independently

Functional Responsibility:

Ability to create training materials, schedule time, prepare class room lessons; ability to communicate with students; ability to function independently

Minimum Education:

BA/BS degree in Education or related functional discipline

Two (2) years previous teaching experience

**HELP DESK MANAGER****ITEM NO. M-2024**

## Minimum / General Qualifications:

Eight (8) years experience in installation and maintenance of a wide-range of ADP hardware and applications software, Managed over twelve people

## Functional Responsibility:

Ability to repair/replace hardware; ability to install new software and upgrade software; ability to repair printers; ability to isolate and repair hardware and software problems

## Minimum Education:

High School diploma or equivalent

A+ Certified

HP and/or Tektronics authorized

1 year Windows 2k or above experience

**SENIOR HELP DESK TECHNICIAN****ITEM NO. M-2025**

## Minimum / General Qualifications:

Six (6) years experience in installation and maintenance of a wide-range of ADP hardware and applications software

## Functional Responsibility:

Ability to repair/replace hardware; ability to install new software and upgrade software; ability to repair printers; ability to isolate and repair hardware and software problems

## Minimum Education:

High School diploma or equivalent

A+ Certified

HP and/or Tektronics authorized

1 Year Windows 2000 or above experience

**HELP DESK TECHNICIAN****ITEM NO. M-2026**

## Minimum / General Qualifications:

Three (3) years experience in installation and maintenance of a wide-range of ADP hardware and applications software

## Functional Responsibility:

Ability to repair/replace hardware; ability to install new software and upgrade software; ability to repair printers; ability to isolate and repair hardware and software problems

## Minimum Education:

High School Education or equivalent

A+ Certified

Certified by at least one other hardware and/or software vendor

**JUNIOR HELP DESK TECHNICIAN****ITEM NO. M-2027**

## Minimum / General Qualifications:

Familiarity with micro computers

## Functional Responsibility:

Ability to install computers and install software with guidance

## Minimum Education:

High School Education

**SERVICE CALL TECHNICIAN II****ITEM NO. M-2028**

## Minimum / General Qualifications:

One year of experience in Information Technology and customer service experience

## Functional Responsibility:

Ability to answer the telephone and respond to and assist with Information Technology requests; Ability to assist walk-in requests regarding Information Technology issues; Ability to process requests

## Minimum Education:

High School diploma or equivalent

**SENIOR COMMUNICATIONS SPECIALIST****ITEM NO. M-2030**

## Minimum / General Qualifications:

Seven (7) years experience in the telecommunications industry; knowledge in telecommunications hardware, software and installation

## Functional Responsibility:

Ability to identify and evaluate alternatives; ability to implement solutions; ability to ensure on-going operations

## Minimum Education:

BA/BS Degree  
MS Degree (recommended)  
Credentials from an accredited hardware vendor

**DOCUMENTATION SPECIALIST****ITEM NO. M-2031**

## Minimum / General Qualifications:

Four (4) years of experience in the Information Technology field; At least two (2) years experience in creating, writing, and editing user, operational, and Technical Manual.

## Functional Responsibility:

Ability to create, write, and edit a wide variety of technical manuals

## Minimum Education:

BA/BS Degree or equivalent  
Advance Degree recommended

**TECHNICAL WRITER/EDITOR****ITEM NO. M-2032**

## Minimum / General Qualifications:

Two (2) years of experience writing technical manuals in the Information Technology field

## Functional Responsibility:

Ability to write manuals with a minimal amount of supervision

## Minimum Education:

BA/BS in English or Journalism or equivalent or two additional years of technical writing/editing experience

**SENIOR FUNCTIONAL SUBJECT MATTER EXPERT****ITEM NO. M-2033**

## Minimum / General Qualifications:

Fifteen (15) years experience in the Information Technology or related field; Must be considered an expert in his/her discipline, these disciplines include but not limited to any of the following:

- Routing
- Planning
- Budgeting
- Telecommunications
- Disaster Recovery
- Configuration
- Feasibility Studies
- Security

## Functional Responsibility:

Significant previous experience in his/her discipline; Familiarity with working in a consulting environment; Excellent writing and communication skills

Minimum Education: BS/BA or equivalent, Graduate Degrees as necessary, Credentials in his/her discipline

**SENIOR TECHNICAL ADVISOR****ITEM NO. M-2034**

## Minimum / General Qualifications:

Significant experience in the Information Technology or related field; Must be considered an expert in his/her discipline, these disciplines include but not limited to any of the following:

- Routing
- Planning
- Budgeting
- Telecommunications
- Disaster Recovery
- Configuration
- Feasibility Studies
- Security

## Functional Responsibility:

Significant previous experience in his/her discipline; Familiarity with working in a consulting environment; Excellent writing and communication skills

Minimum Education:  
BS/BA or equivalent, Graduate degrees as necessary,                      Credentials in his/her discipline

**IT HARDWARE SPECIALIST**

**ITEM NO. M-2035**

Minimum / General Qualifications:  
Three (3) years micro hardware experience  
Functional Responsibility:  
Ability to add, change, delete, and modify hardware components; ability to identify hardware problems and offer suggestions for corrective action  
Minimum Education: High School diploma or equivalent

**WEB PROJECT MANAGER**

**ITEM NO. M-2036**

Minimum / General Qualifications:  
Five (5) years experience in the information technology field; at least two (2) years managing IT staff  
Functional Responsibility:  
Previous experience in web design; previous experience in HTML Programming  
Minimum Education:  
BS Degree and/or at least two (2) additional years of experience as a web designer

**WEB DESIGNER**

**ITEM NO. M-2037**

Minimum / General Requirements  
Two (2) years in the information technology field; experience in HTML Programming; experience using the Internet  
Functional Responsibility:  
Knowledgeable in HTML  
Minimum Education: BS/BA degree or equivalent

**SENIOR WEB SPECIALIST**

**ITEM NO. M-2038**

Minimum / General Qualifications:  
Six (6) years experience in designing Web Applications and ensuring Web connectivity; ability to troubleshoot Web problems  
Functional Responsibility:  
Previous experience in HTML programming and implementation; able to provide support to Web related problems  
Minimum Education: BS/BA Degree in Computer Science or related discipline

**WEB SPECIALIST**

**ITEM NO. M-2039**

Minimum / General Qualifications:  
Three (3) years experience in designing Web Applications and ensuring Web connectivity; ability to troubleshoot Web problems  
Functional Responsibility:  
Previous experience in HTML programming and implementation; able to provide support to Web related problems  
Minimum Education: BS Degree or equivalent or two (2) additional years of experience.

**Seat Management Position Descriptions**

**Management Systems Services, Inc. is offering five different options of SEAT MANAGEMENT. The differences are basically the speed of the microcomputer, the internal components of the microcomputer and the software contained on the microcomputer.**

Management Systems Services, Inc. states that SEAT MANAGEMENT is the following:

1. The delivery of a microcomputer workstation
2. The hardware maintenance of the microcomputer station
3. The delivery of current software and licenses on the microcomputer
4. The maintenance of all software and licenses
5. The upgrading, as necessary, of all software and licenses.
6. The technical assistance, as necessary for end-user support.
7. The delivery of a laser jet or dot matrix printer and its maintenance.

**SEAT MANAGEMENT does not cover end user-supplies or user replaceable items.**

Installation of New Seat

Item No. S-2101-A

Minimum / General Qualifications:

Three (3) years experience in installation and maintenance of a wide-range of ADP hardware and software

Functional requirements:

Ability to install new hardware; ability to install new software; ability to configure new software applications; ability to attach computer to network, if required

Minimum Education:

High School Diploma or equivalent  
A+ Certified

Deletion of New Seat

Item No. S-2102-A

Minimum / General Qualifications:

Three (3) years experience in installation and maintenance of a wide-range of ADP hardware and software

Functional Requirements:

Ability to disconnect an existing personal computer; ability to uninstall various software applications

Minimum Education:

High School Diploma or equivalent  
A+ Certified

Relocation of New Seat

Item No. S-2103-A

Minimum / General Qualifications:

Three (3) years experience in installation and maintenance of a wide-range of ADP hardware and software

Functional Requirements:

Ability to move an existing personal computer; ability to delete various software applications

Minimum Education:

High School Diploma or equivalent  
A+ Certified

**OTHER DESK TOP SERVICES**

ITEM NO. S-2301-A

Minimum / General Qualifications:

Six (6) years experience in installation and maintenance of a wide-range of ADP hardware and applications software

Functional Responsibility:

Ability to repair/replace hardware; ability to install new software and upgrade software; ability to repair printers; ability to isolate and repair hardware and software problems.

Minimum Education:

High School Diploma or equivalent  
A+ Certification  
1+ Year(s) Windows 2000 or above experience

**CONTRACTOR'S AUTHORIZED GSA SCHEDULE CONTRACT**

**PRICING**

MSSI	128MB-72NP	128MB 72 Pin EDO	\$196.47	132-8
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SIN	Part Number	Labor Category Title	GSA Price per Hour
132-51	M-2001-C	Program Manager	\$139.55
132-51	M-2001-M	Program Manager/Functional Matter Expert	\$154.20
132-51	M-2002-C	Project Manager	\$104.66
132-51	M-2002-M	Project Manager	\$115.66
132-51	M-2003-C	Project Control Specialist	\$55.81
132-51	M-2003-M	Project Control Specialist	\$61.68
132-51	M-2004-C	Program Administration Specialist	\$69.76
132-51	M-2004-M	Program Administration Specialist	\$77.10
132-51	M-2005-C	Principal Systems Architect	\$160.48
132-51	M-2005-M	Principal Systems Architect	\$177.32
132-51	M-2006-C	Senior Systems Architect	\$120.93
132-51	M-2006-M	Senior Systems Architect	\$133.64
132-51	M-2007-C	Senior Computer Systems Analyst	\$83.73
132-51	M-2007-M	Senior Computer Systems Analyst	\$92.51
132-51	M-2008-C	Computer Systems Analyst	\$72.10
132-51	M-2008-M	Computer Systems Analyst	\$79.67
132-51	M-2009-C	Junior Computer Systems Analyst	\$46.53
132-51	M-2009-M	Junior Computer Systems Analyst	\$51.40
132-51	M-2010-C	Senior Applications Support Specialist	\$56.98
132-51	M-2010-M	Senior Applications Support Specialist	\$62.98
132-51	M-2011-C	Applications Support Specialist	\$53.78

<b>SIN</b>	<b>Part Number</b>	<b>Labor Category Title</b>	<b>GSA Price per Hour</b>
132-51	M-2011-M	Applications Support Specialist	\$59.44
132-51	M-2012-C	Senior Certified Laser Jet Repair Technician	\$62.80
132-51	M-2012-M	Senior Certified Laser Jet Repair Technician	\$69.39
132-51	M-2013-C	Senior Certified Compaq Desktop Technician	\$62.80
132-51	M-2013-M	Senior Certified Compaq Desktop Technician	\$69.39
132-51	M-2014-C	Senior Certified Compaq Network Engineer	\$111.64
132-51	M-2014-M	Senior Certified Compaq Network Engineer	\$123.35
132-51	M-2015-C	Senior Certified Network Engineer	\$100.00
132-51	M-2015-M	Senior Certified Network Engineer	\$110.50
132-51	M-2016-C	Network Engineer II	\$87.20
132-51	M-2016-M	Network Engineer II	\$96.38
132-51	M-2017-C	Senior Data Base Management Specialist	\$97.68
132-51	M-2017-M	Senior Data Base Management Specialist	\$107.94
132-51	M-2018-C	Data Base Management Specialist	\$90.71
132-51	M-2018-M	Data Base Management Specialist	\$100.22
132-51	M-2019-C	Computer Operations Manager	\$60.47
132-51	M-2019-M	Computer Operations Manager	\$66.82
132-51	M-2020-C	System Operator	\$41.86
132-51	M-2020-M	System Operator	\$46.27
132-51	M-2021-C	Information Training Development Specialist	\$86.06
132-51	M-2021-M	Information Training Development Specialist	\$95.09
132-51	M-2022-C	Senior Training Specialist	\$75.30
132-51	M-2022-M	Senior Training Specialist	\$83.19
132-51	M-2023-C	Training Specialist	\$60.17
132-51	M-2023-M	Training Specialist	\$66.50
132-51	M-2024-C	Help Desk Manager	\$67.44
132-51	M-2024-M	Help Desk Manager	\$74.53
132-51	M-2025-C	Senior Help Desk Technician	\$53.78
132-51	M-2025-M	Senior Help Desk Technician	\$59.44
132-51	M-2026-C	Help Desk Technician	\$46.53
132-51	M-2026-M	Help Desk Technician	\$51.40

<b>SIN</b>	<b>Part Number</b>	<b>Labor Category Title</b>	<b>GSA Price per Hour</b>
132-51	M-2027-C	Junior Help Desk Technician	\$44.19
132-51	M-2027-M	Junior Help Desk Technician	\$48.84
132-51	M-2028-C	Service Call Technician II	\$32.56
132-51	M-2028-M	Service Call Technician II	\$35.98
132-51	M-2030-C	Senior Communications Specialist	\$139.55
132-51	M-2030-M	Senior Communications Specialist	\$154.20
132-51	M-2031-C	Documentation Specialist	\$54.08
132-51	M-2031-M	Documentation Specialist	\$59.76
132-51	M-2032-C	Technical Writer/Editor	\$83.73
132-51	M-2032-M	Technical Writer/Editor	\$92.51
132-51	M-2033-C	Senior Functional Subject Matter Expert	\$160.48
132-51	M-2033-M	Senior Functional Subject Matter Expert	\$177.32
132-51	M-2034-C	Senior Technical Advisor	\$102.34
132-51	M-2034-M	Senior Technical Advisor	\$113.08
132-51	M-2035-C	IT Hardware Specialist	\$53.49
132-51	M-2035-M	IT Hardware Specialist	\$59.10
132-51	M-2036-C	Web Project Manager	\$104.66
132-51	M-2036-M	Web Project Manager	\$115.66
132-51	M-2037-C	Web Designer	\$87.20
132-51	M-2037-M	Web Designer	\$96.38
132-51	M-2038-C	Senior Web Specialist	\$116.28
132-51	M-2038-M	Senior Web Specialist	\$128.49
132-51	M-2039-C	Web Specialist	\$72.10
132-51	M-2039-M	Web Specialist	\$79.67

**MSSI IT Services- Seat Management GSA Pricing**

<b>Line Item</b>	<b>SIN</b>	<b>Part Number</b>	<b>Labor Category Title</b>	<b>AKA Labor Category</b>	<b>GSA Price</b>
1	132-51	S-2001-A	Seat Management	Standard Configuration	\$169.84/mo
2	132-51	S-2002-A	Seat Management	Advanced Configuration	\$196.05/mo
3	132-51	S-2003-A	Seat Management	Premier Configuration	\$209.71/mo
4	132-51	S-2004-A	Seat Management	Mobile User	\$256.95/mo
5	132-51	S-2101-A	Seat Management	Installation of New Seat	\$139.72
6	132-51	S-2102-A	Seat Management	Deletion of Seat	\$111.77
7	132-51	S-2103-A	Seat Management	Relocating a Seat	\$139.72
8	132-51	S-2201-A	Seat Management	Printer	\$67.07
9	132-51	S-2301-A	Seat Management	Other Desktop Services	\$51.69
10	132-51	S-2401-P	Seat Management	Laser Jet Printer	\$67.07