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

SCHEDULE TITLE: General Purpose Commercial Information Technology Equipment, Software and Services

FSC GROUP: D302; D306; D307; D308; D310; D311; D313; D316; D317; D399;

CONTRACT NUMBER: GS-35F-494CA

CONTRACT PERIOD: September 20, 2020 through September 19, 2025

Contract current through Mod PS0009 Dated 09-24-2019

For more information on ordering from Federal Supply Schedules click on the GSA Schedules link at www.gsa.gov

CONTRACTOR: Cornerstone Information Systems, Inc.
800 S MAIN ST
Hopkinsville, KY 42240-2112
Phone number: 270-885-9011
Fax number: 270-886-0778

CONTRACTOR’S ADMINISTRATION SOURCE: Philip Tillman, 270-885-9011 or ptillman@cornerstone.us

BUSINESS SIZE: Small
CUSTOMER INFORMATION:

1a. TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs)

<table>
<thead>
<tr>
<th>SIN</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>Information Technology Professional Services</td>
</tr>
</tbody>
</table>

1b. LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN: N/A

1c. HOURLY RATES: See Price List

2. MAXIMUM ORDER: $500,000

3. MINIMUM ORDER: $100

4. GEOGRAPHIC COVERAGE: 48 contiguous states, Alaska, Hawaii, Washington D.C., Puerto Rico, U.S. Territories, and to a port or consolidation point within the aforementioned locations for orders that are received from overseas activities.

5. POINT(S) OF PRODUCTION: N/A

6. DISCOUNT FROM LIST PRICES: 5%

7. QUANTITY DISCOUNT(S): an Additional 5% (for a total of 10%) for individual task orders $10,000 and greater

8. PROMPT PAYMENT TERMS: 1% if payment is made within 10 Days

9.a Government Purchase Cards must be accepted at or below the micro-purchase threshold.

9.b Government Purchase Cards are accepted above the micro-purchase threshold.

10. FOREIGN ITEMS: N/A

11a. TIME OF DELIVERY: N/A

11b. EXPEDITED DELIVERY: N/A

11c. OVERNIGHT AND 2-DAY DELIVERY: Contact Contractor

11d. URGENT REQUIREMENTS: Agencies can contact the Contractor’s representative to effect a faster delivery. Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery.

12. FOB POINT: N/A

13a. ORDERING ADDRESS: 800 S MAIN ST; Hopkinsville, KY 42240-2112

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

14. PAYMENT ADDRESS: 800 S MAIN ST; Hopkinsville, KY 42240-2112
15. WARRANTY PROVISION: N/A
16. EXPORT PACKING CHARGES: N/A
17. TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE: (CONTRACTOR TO LIST APPLICABLE INFO FOR THRESHOLDS ABOVE THE MICRO PURCHASE LEVEL)
18. TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE): N/A
19. TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE): N/A
20. TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE): N/A
20a. TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE): N/A
21. LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE): N/A
22. LIST OF PARTICIPATING DEALERS (IF APPLICABLE): N/A
23. PREVENTIVE MAINTENANCE (IF APPLICABLE): N/A
24a. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants): N/A
24b. Section 508 Compliance for EIT: N/A
25. DUNS NUMBER: 153919733
26. Contractor has an active registration in the SAM database
<table>
<thead>
<tr>
<th>SIN(s) PROPOSED</th>
<th>SERVICE PROPOSED</th>
<th>PRICE OFFERED TO GSA (including IFF)</th>
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<tbody>
<tr>
<td>54151S</td>
<td>Network Technician</td>
<td>$71.79</td>
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<tr>
<td>54151S</td>
<td>Senior Network Technician</td>
<td>$81.36</td>
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<tr>
<td>54151S</td>
<td>Senior Network Technician / Database Developer</td>
<td>$86.15</td>
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<td>Network Engineer – L1</td>
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<td>Senior Project Leader</td>
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<td>Communications Installer</td>
<td>$52.64</td>
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<td>Communications Technician</td>
<td>$67.00</td>
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<tr>
<td>54151S</td>
<td>Senior Communications Technician</td>
<td>$81.36</td>
</tr>
</tbody>
</table>
Job Title: Network Technician

Job Duties Description:

- Customer communication & relationship building
- Hardware break-fix experience
- Virus/Spyware removal and prevention
- Ability to provide support/maintenance for printers
- Microsoft Office installation and support
- Microsoft Operating System installation and repair
- Ability to create project estimates or proposals for equipment and labor
- Ability to setup and troubleshoot email
- Basic Local Area Networking troubleshooting experience
- Basic knowledge of Active Directory interaction with Client Machines
- Various other duties and responsibilities required to support Basic Network / Workgroup Environments

Education Level and Experience Required:
Bachelor Degree or High School Degree*
2 years of Technician Experience and at least 1 year of Networking Experience

Certification Requirements:
Network+ and A+ (or 2 Equivalent certifications)

*Any certification can be substituted for another equivalent certification or temporarily by experience with manager approval
*Small Business = 50 node or less Network
*Mid-Size Business = 51-250 Node Network
*Enterprise Business = 251 Node and Above Network
*Bachelor Degree can be used to count toward 2 years of experience or 1 mid-level certification
Job Title: Senior Network Technician

Job Duties Description:

- Customer communication & relationship building
- Hardware break-fix experience
- Virus/Spyware removal and prevention
- Ability to provide support/maintenance for printers
- Microsoft Office installation and support
- Microsoft Operating System installation and repair
- Ability to create project estimates or proposals for equipment and labor
- Ability to setup and troubleshoot email
- Basic Local Area Networking troubleshooting experience
- Basic knowledge of Active Directory interaction with client operating systems
- Design, Deploy, and Troubleshoot Active Directory and Security at a SMB Level
- Design, Deploy, and Troubleshoot Local Area Networking and Security at a SMB Level
- Design, Deploy, and Troubleshoot SMB Firewalls and configure Client to LAN VPNs
- Various other duties and responsibilities required to support Network Environments at a SMB Level

Education Level and Experience Required:
Bachelor Degree or High School Degree*
2 years as a Network Technician or Equivalent

Certification Requirements:
Network+, A+, MCP/MCTS, one other mid-level certification or 4 Equivalent certifications

*Any certification can be substituted for another equivalent certification or temporarily by experience with manager approval
*Small Business = 50 node or less Network
*Mid-Size Business = 51-250 Node Network
*Enterprise Business = 251 Node and Above Network
*Bachelor Degree can be used to count toward 2 years of experience or 1 mid-level certification
Job Title:  
Sr. Network Technician / Database Developer

Job Duties Description:

- Blended duties of PC/Network Support and SMB Database Development  
- Customer communication & relationship building  
- Hardware break-fix experience  
- Virus/Spyware removal and prevention  
- Ability to provide support/maintenance for printers  
- Microsoft Office installation and support  
- Microsoft Operating System installation and repair  
- Ability to create project estimates or proposals for equipment and labor  
- Ability to setup and troubleshoot email  
- Basic Local Area Networking troubleshooting experience  
- Basic knowledge of Active Directory interaction with client operating systems  
- Design, Deploy, and Troubleshoot Active Directory and Security at a SMB Level  
- Design, Deploy, and Troubleshoot Local Area Networking and Security at a SMB Level  
- Design, Deploy, and Troubleshoot SMB Firewalls and configure Client to LAN VPNs  
- Various other duties and responsibilities required to support Network Environments at a SMB Level  
- Design, Develop, and Deploy Microsoft Access Databases for SMB Business Processes  
- Design and Deploy Microsoft SQL Databases for SMB Business

Education Level and Experience Required:
High School and/or College*  
2 years as a Network Technician or Equivalent  
2 years as a Database Developer or Equivalent

Certification Requirements:
Network+, A+, MCP/MCTS, one other mid-level certification or 4 Equivalent certifications

*Any certification can be substituted for another equivalent certification or temporarily by experience with manager approval  
*Small Business = 50 node or less Network  
*Mid-Size Business = 51-250 Node Network  
*Enterprise Business = 251 Node and Above Network  
*College can be used to count toward 2 years of experience or 1 mid-level certification
Job Title:
Network Engineer – Level 1

Job Duties Description:

- Customer communication & relationship building
- Hardware break-fix experience
- Virus/Spyware removal and prevention
- Ability to provide support/maintenance for printers
- Microsoft Office installation and support
- Microsoft Operating System installation and repair
- Ability to create project estimates or proposals for equipment and labor for SMB/Mid-Size Networks
- Ability to setup and troubleshoot email
- Knowledge of Active Directory interaction with client operating systems
- Design and Troubleshoot Basic Single Host Server Virtual Environments at a SMB/Mid-Size Network Level
- Design, Deploy, and Troubleshoot Active Directory and Security at a SMB/Mid-Size Network Level
- Design, Deploy, and Troubleshoot Local Area Networking and Security at a SMB/Mid-Size Network Level
- Design, Deploy, and Troubleshoot Firewall and VPN configuration at a SMB/Mid-Size Network Level
- Design, Deploy, and Troubleshoot WAN connectivity and Internet Security at a SMB/Mid-Size Network Level
- Have an understanding of Network Theory & Routing at a SMB/Mid-Size Network Level
- Design, Deploy, and Troubleshoot Basic Cisco Router and Cisco Switch Configurations
- Design, Deploy, and Troubleshoot a variety of Client/Server Software: such as Exchange, MS SQL, SharePoint, etc. for SMB/Mid-Size Businesses
- Various other duties and responsibilities required to support Network Environments at a SMB/Mid-Size Level

Education Level and Experience Required:
Bachelor Degree or High School Degree*
5 years of true SMB Networking Experience
2 years as a Senior Network Technician or Equivalent

Certification Requirements:
Network+, A+, MCP/MCTS, one other mid-level certification (or 4 Equivalent certifications), CCNA, MCSA/MCITP: Server Administrator, two other mid-level certifications

*Any certification can be substituted for another equivalent certification or temporarily by experience with manager approval
*Small Business = 50 node or less Network
*Mid-Size Business = 51-250 Node Network
*Enterprise Business = 251 Node and Above Network
*Bachelor Degree can be used to count toward 2 years of experience or 1 mid-level certification
Job Title:
Network Engineer – Level 2

Job Duties Description:

- Customer communication & relationship building
- Hardware break-fix experience
- Virus/Spyware removal and prevention
- Ability to provide support/maintenance for printers
- Microsoft Office installation and support
- Microsoft Operating System installation and repair
- Ability to create project estimates or proposals for equipment and labor for SMB/Mid-Size Networks
- Ability to setup and troubleshoot email
- Knowledge of Active Directory interaction with client operating systems
- Design and Troubleshoot Basic Single Host Server Virtual Environments at a SMB/Mid-Size Network Level
- Design, Deploy, and Troubleshoot Active Directory and Security at a SMB/Mid-Size Network Level
- Design, Deploy, and Troubleshoot Local Area Networking and Security at a SMB/Mid-Size Network Level
- Design, Deploy, and Troubleshoot Firewall and VPN configuration at a SMB/Mid-Size Network Level
- Design, Deploy, and Troubleshoot WAN connectivity and Internet Security at a SMB/Mid-Size Network Level
- Have an understanding of Network Theory & Routing at a SMB/Mid-Size Network Level
- Design, Deploy, and Troubleshoot Basic Cisco Router and Cisco Switch Configurations
- Design, Deploy, and Troubleshoot a variety of Client/Server Software: such as Exchange, MS SQL, SharePoint, etc. for SMB/Mid-Size Businesses
- Various other duties and responsibilities required to support Network Environments at a SMB/Mid-Size Level

Education Level and Experience Required:
High School and/or College*
5 years of true SMB Networking Experience
3 years as a Sr. Network Technician or Equivalent

Certification Requirements:
Network+, A+, MCP/MCTS, one other mid-level certification (or 4 Equivalent certifications), CCNA, MCSA/MCITP: Server Administrator, two other mid-level certifications

*Any certification can be substituted for another equivalent certification or temporarily by experience with manager approval
*Small Business = 50 node or less Network
*Mid-Size Business = 51-250 Node Network
*Enterprise Business = 251 Node and Above Network
*College can be used to count toward 2 years of experience or 1 mid-level certification
Job Title:  
Senior Network Engineer

Job Duties Description:

- Customer communication & relationship building
- Hardware break-fix experience
- Microsoft Operating System installation and repair
- Ability to create project estimates or proposals for equipment and labor for any size network
- Advanced Knowledge of Active Directory interaction with client operating systems
- Design, Deploy, and Troubleshoot Virtual Server Environments at an Enterprise Network Level
- Design, Deploy, and Troubleshoot Storage Area Network (SAN) Environments at an Enterprise Network Level
- Design, Deploy, and Troubleshoot Cluster Server Environments at an Enterprise Network Level
- Design, Deploy, and Troubleshoot Active Directory and Security at an Enterprise Network Level
- Design, Deploy, and Troubleshoot Local Area Networking and Security at an Enterprise Network Level
- Design, Deploy, and Troubleshoot Firewall and VPN configuration at an Enterprise Network Level
- Design, Deploy, and Troubleshoot WAN connectivity and Internet Security at an Enterprise Network Level
- Design and Implement Disaster Recovery and Business Continuity Plans at an Enterprise Level
- Have an understanding of Network Theory & Routing at an Enterprise Network Level
- Design and Troubleshoot Cisco Router and Cisco Switch Configurations
- Deploy and Troubleshoot a variety of Client/Server Software: such as Exchange, Terminal Server, MS SQL, SharePoint, Citrix, etc. for Enterprise Networks
- Demonstrative Knowledge of all certifications
- The Ability to provide Leadership, Project Management, Problem Solving and Resolution for Technical and Personality Problems at an Enterprise Project Level
- Various other duties and responsibilities required to support Network Environments at an Enterprise Level
- Excellent Client Relationship Skills

Education Level and Experience Required:
Bachelor Degree or High School Degree*
3 Years as a Network Engineer or Equivalent
At least 5 total years of SMB Networking Experience
3 additional years of Mid-Size/Enterprise Level Networking Experience

Certification Requirements:
MCSE/MCITP: Enterprise Administrator (old or current), CCNA (old or current), CCDA (old or current), Security+, one other mid-level certification and One Professional Level certification

*Any certification can be substituted for another equivalent certification or temporarily by experience with manager approval
*Small Business = 50 node or less Network
*Mid-Size Business = 51-250 Node Network
*Enterprise Business = 251 Node and Above Network
*Bachelor Degree can be used to count toward 2 years of experience or 1 mid-level certification
**Job Title:**
Senior Network Specialist – L1

**Job Duties Description:**

- Customer communication & relationship building
- Hardware break-fix experience
- Microsoft Operating System installation and repair
- Ability to create project estimates or proposals for equipment and labor for any size network
- Advanced Knowledge of Active Directory interaction with client operating systems
- Design and Troubleshoot Virtual Server Environments at an Enterprise Network Level
- Design and Troubleshoot Active Directory and Security at an Enterprise Network Level
- Design and Troubleshoot Local Area Networking and Security at an Enterprise Network Level
- Design and Troubleshoot Firewall and VPN configuration at an Enterprise Network Level
- Design and Troubleshoot WAN connectivity and Internet Security at an Enterprise Network Level
- Design and Implement Disaster Recovery and Business Continuity Plans at an Enterprise Level
- Have an understanding of Network Theory & Routing at an Enterprise Network Level
- Design and Troubleshoot Cisco Router and Cisco Switch Configurations
- Deploy and Troubleshoot a variety of Client/Server Software: such as Exchange, Terminal Server, MS SQL, SharePoint, Citrix, etc. for Enterprise Networks
- Demonstrative Knowledge of all certifications
- The Ability to provide Leadership, Project Management, Problem Solving and Resolution for Technical and Personality Problems at an Enterprise Project Level
- Excellent Client Relationship Skills
- Demonstrative Knowledge of Specialization Proficiency at an Enterprise Level
- Ability to Design, Implement, and Troubleshoot Complex Environments involving their Specialization for any size environment
- Various other duties and responsibilities required to support Network Environments at an Enterprise Level

**Education Level and Experience Required:**

Bachelor Degree or High School Degree*
10 years of Networking Experience
4 years as a Senior Network Engineer or Equivalent
4 year of Experience working at a high level in Specialization Field

**Certification Requirements:**

MCSE/MCITP:EA (old or current), CCNA (old or current), Security+
Two other mid-level certifications and One Professional Level Certification
Professional Level Specialty certifications as designed by manager

*Specialist title will be in the form of Senior (Specialization) Specialist
*Specializations will vary but may include Network, Microsoft, Virtualization, Wireless, etc.
*Any certification can be substituted for another equivalent certification or temporarily by experience with manager approval
*Small Business = 50 node or less Network
*Mid-Size Business = 51-250 Node Network
*Enterprise Business = 251 Node and Above Network
*Bachelor Degree can be used to count toward 2 years of experience or 1 mid-level certification
**Job Title:**
Senior Network Specialist – L2

**Job Duties Description:**

- Customer communication & relationship building
- Hardware break-fix experience
- Microsoft Operating System installation and repair
- Ability to create project estimates or proposals for equipment and labor for any size network
- Advanced Knowledge of Active Directory interaction with client operating systems
- Design and Troubleshoot Virtual Server Environments at an Enterprise Network Level
- Design and Troubleshoot Active Directory and Security at an Enterprise Network Level
- Design and Troubleshoot Local Area Networking and Security at an Enterprise Network Level
- Design and Troubleshoot Firewall and VPN configuration at an Enterprise Network Level
- Design and Troubleshoot WAN connectivity and Internet Security at an Enterprise Network Level
- Design and Implement Disaster Recovery and Business Continuity Plans at an Enterprise Level
- Have an understanding of Network Theory & Routing at an Enterprise Network Level
- Design and Troubleshoot Cisco Router and Cisco Switch Configurations
- Deploy and Troubleshoot a variety of Client/Server Software: such as Exchange, Terminal Server, MS SQL, SharePoint, Citrix, etc. for Enterprise Networks
- Demonstrative Knowledge of all certifications
- The Ability to provide Leadership, Project Management, Problem Solving and Resolution for Technical and Personality Problems at an Enterprise Project Level
- Excellent Client Relationship Skills
- Demonstrative Knowledge of Specialization Proficiency at an Enterprise Level
- Ability to Design, Implement, and Troubleshoot Complex Environments involving their Specialization for any size environment
- Various other duties and responsibilities required to support Network Environments at an Enterprise Level

**Education Level and Experience Required:**
Bachelor Degree or High School Degree*
10 years of Networking Experience
5 years as a Senior Network Engineer or Equivalent
4 year of Experience working at a high level in Specialization Field

**Certification Requirements:**
MCSE/MCITP:EA (old or current), CCNA (old or current), Security+
Two other mid-level certifications and Two Professional Level Certification
Professional Level Specialty certifications as designed by manager

*Specialist title will be in the form of Senior (Specialization) Specialist
*Specializations will vary but may include Network, Microsoft, Virtualization, Wireless, etc..
*Any certification can be substituted for another equivalent certification or temporarily by experience with manager approval
*Small Business = 50 node or less Network
*Mid-Size Business = 51-250 Node Network
*Enterprise Business = 251 Node and Above Network
*Bachelor Degree can be used to count toward 2 years of experience or 1 mid-level certification
**Job Title:**
Senior Project Leader

**Job Duties Description:**

- Customer communication & relationship building
- Hardware break-fix experience
- Microsoft Operating System installation and repair
- Ability to create project estimates or proposals for equipment and labor for any size network
- Advanced Knowledge of Active Directory interaction with client operating systems
- Design and Troubleshoot Virtual Server Environments at an Enterprise Network Level
- Design and Troubleshoot Active Directory and Security at an Enterprise Network Level
- Design and Troubleshoot Local Area Networking and Security at an Enterprise Network Level
- Design and Troubleshoot Firewall and VPN configuration at an Enterprise Network Level
- Design and Troubleshoot WAN connectivity and Internet Security at an Enterprise Network Level
- Design and Implement Disaster Recovery and Business Continuity Plans at an Enterprise Level
- Have an understanding of Network Theory & Routing at an Enterprise Network Level
- Design and Troubleshoot Cisco Router and Cisco Switch Configurations
- Deploy and Troubleshoot a variety of Client/Server Software: such as Exchange, Terminal Server, MS SQL, SharePoint, Citrix, etc. for Enterprise Networks
- Demonstrative Knowledge of all certifications
- The Ability to provide Leadership, Project Management, Problem Solving and Resolution for Technical and Personality Problems at an Enterprise Project Level
- Excellent Client Relationship Skills
- Demonstrative Knowledge of Specialization Proficiency at an Enterprise Level
- Ability to Design, Implement, and Troubleshoot Complex Environments involving their Specialization for any size environment
- Various other duties and responsibilities required to support Network Environments at an Enterprise Level

**Education Level and Experience Required:**

Bachelor Degree or High School Degree*
10 years of Networking Experience
4 years as a Senior Network Engineer or Equivalent
4 years of Experience working at a high level in a Specialization Field
5 years of Project Management Experience at a Mid-Size Business or higher level

**Certification Requirements:**

MCSE/MCITP:EA (old or current), CCNA (old or current), Security+
Two other mid-level certifications and One Professional Level Certification
Professional Level Specialty certifications as designed by company owner

*Specializations will vary but may include Network, Microsoft, Virtualization, Wireless, etc.
*Any certification can be substituted for another equivalent certification or temporarily by experience with manager approval
*Small Business = 50 node or less Network
*Mid-Size Business = 51-250 Node Network
*Enterprise Business = 251 Node and Above Network
*Bachelor Degree can be used to count toward 2 years of experience or 1 mid-level certification
**Job Title:**
Communications Installer

**Job Duties Description and Requirements:**

- Infrastructure installation
- Ability to follow instructions to install copper and fiber data cabling
- Ability to assist in operating man lifts and work from ladders and high elevations
- Assist in Deploying and Troubleshooting Basic Communications Equipment
- Assist in Organizing, inventory and maintain tools and equipment
- Assist in Troubleshoot and Trace various types of structured data cabling
- Work in a team environment
- Various other duties and responsibilities required to support and deploy Communication Equipment and Structured Cabling
- Valid driver’s license

**Education Level and Experience Required:**
High School Degree or GED

**Experience / Certification Requirements:**
No experience, No Certifications

Person will not be promoted to next level until the approved qualifications for Technician have been met and a minimum of 1 year of experience in this current position has been obtained.
Job Title:
Communications Technician

Job Duties Description:

- Customer communication & relationship building
- Ability to pull and terminate a variety of data cabling
- Ability to operate man lifts and work from ladders and high elevations
- Deploy and Troubleshoot Basic Communications Equipment
- Assist in organizing, maintain equipment and inventory
- Troubleshoot and Trace various types of structured data cabling
- Knowledge of company and OSHA safety regulation and requirements
- Proven record of safety regulation compliance
- Work in a team environment
- Ability to work independently and complete small deployment projects without supervision
- Ability to read blueprints
- Ability to perform small project installations according to blueprint and building specifications
- Ability to design small size projects and create proposals/quotes for the projects
- Various other duties and responsibilities required to support and deploy Communication Equipment and Structured Cabling
- Valid driver’s license
- Developing the skills to lead projects and pursuing these opportunities with guidance

Education Level and Experience Required:
GED, High School Degree and/or College*
1 year as a Structured Cabling / Communications Installer or Equivalent

Minimum Certifications and Requirements:
Lift Certification plus
One or more Certifications or Certificates in any of the following areas:
- Comptia Network + or Security +
- Telephony
- Access Control System
- Security Camera System
- Structured Cabling System
- Wireless System
- BICSI Installer 1 or 2 Certification
- Cisco CCNA
- Panduit Copper and Fiber
- Other Related Certifications/Certificates

*Must constantly prove that have the ability to be in this classification or the employee may be moved to lower classification.
*Any certification can be substituted for another equivalent certification or temporarily by experience with manager approval
*Small Business = 50 node or less Network
*Mid-Size Business = 51-250 Node Network
*Enterprise Business = 251 Node and Above Network
*College can be used to count toward 2 years of experience or 1 certification
Job Title:
Senior Communications Technician

Job Duties Description:

- Customer communication & relationship building
- Ability to pull and terminate a variety of data cabling
- Ability to operate man lifts and work from ladders and high elevations
- Deploy and Troubleshoot Basic Communication Equipment
- Organize and maintain equipment
- Troubleshoot and Trace various types of structured data cabling
- Knowledge of the NEC codes in various states
- Knowledge of Company, Site, and OSHA Safety requirements
- Proven record of safety regulation compliance
- Ability to splice, terminate, and troubleshoot fiber
- Work in a team environment
- Ability to work independently and complete large deployment projects without supervision
- Ability to read detailed blueprints
- Ability to perform large project installations according to blueprint and building specifications
- Ability to design small to medium size projects and create proposals/quotes for the projects
- Various other duties and responsibilities required to support and deploy Communications Equipment and Structured Cabling
- Developing the Ability to lead projects with guidance
- Basic understanding of Networking, IP address schemes, and VLANs

Education Level and Experience Required:
GED, High School and/or College Degree*
1 year as a Structured Cabling / Communications Installer or Equivalent
3 years as a Structured Cabling / Communication Technician or Equivalent
4 years or more of combined experience

Certification Requirements:
Lift Certification plus
Three or more Certifications/Certificates in any of the following areas.
- Comptia Network + or Security +
- Telephony Certifications/Certificates
- Access Control System
- Security Camera System
- Structured Cabling System
- Wireless System
- BICSI Installer 1 or 2 Certification or BICSI Technician Certification
- Cisco CCNA
- Cisco CCNA + Specialty (CCNA Collaboration, CCNA + Voice, ect..)
- Panduit Copper and Fiber
- Other Related Certifications/Certificates

*Must constantly prove that have the ability to be in this classification or the employee may be moved to lower classification.
*Any certification can be substituted for another equivalent certification or temporarily by experience with manager approval
*Small Business = 50 node or less Network
*Mid-Size Business = 51-250 Node Network
*Enterprise Business = 251 Node and Above Network
*College can be used to count toward 2 years of experience or 1 certification
TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 54151S) AND IDENTITY ACCESS MANAGEMENT PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-60F)

**The phrase, “Information Technology (IT) Professional Services/Identity Access Management (IAM) Professional Services” in the following paragraphs may need to be revised in order to be consistent with the Offeror’s proposal; e.g., if only IT Professional Services are offered, all references to IAM Services should be deleted.** ****NOTE: All non-professional labor categories must be incidental to, and used solely to support professional services, and cannot be purchased separately.

1. SCOPE a. The prices, terms and conditions stated under Special Item Number 54151S Information Technology Professional Services apply exclusively to IT/IAM Professional Services within the scope of this Information Technology Schedule. b. The Contractor shall provide services at the Contractor’s facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000) a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract. b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements. c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity’s mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3. ORDER a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available. b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence. TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 54151S) AND IDENTITY ACCESS MANAGEMENT PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-60F) Critical Information Specific to Schedule # 70– Information Technology, Software & Services Solicitation FCIS-JB-980001B (Refresh # 38) Page 51 of 73

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

5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989) (a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a
Stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either- (1) Cancel the stop-work order; or (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract. (b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if- (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract. (c) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.


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

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT/IAM Professional Services.

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

10. ORGANIZATIONAL CONFLICTS OF INTEREST a. Definitions. “Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract. “Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor. An “Organizational conflict of interest” exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor’s or its affiliates’ objectivity in performing contract work. b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, Critical Information Specific to Schedule # 70– Information Technology, Software & Services Solicitation FCIS-JB-980001B (Refresh # 38) Page 53 of 73 or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.
11. INVOICES The Contractor, upon completion of the work ordered, shall submit invoices for IT/IAM Professional services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

12. PAYMENTS For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition. As prescribed in 16.601(e)(3), insert the following provision: (a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation. (b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by— (1) The offeror; (2) Subcontractors; and/or (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

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

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

15. APPROVAL OF SUBCONTRACTS Critical Information Specific to Schedule # 70 – Information Technology, Software & Services Solicitation FCIS-JB-980001B (Refresh # 38) Page 54 of 73 The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order. 16. DESCRIPTION OF IT/IAM PROFESSIONAL SERVICES AND PRICING a. The Contractor shall provide a description of each type of IT/IAM Service offered under Special Item Numbers 54151S IT/IAM Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided. b. Pricing for all IT/IAM Professional Services shall be in accordance with the Contractor’s customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education. The following is an example of the manner in which the description of a commercial job title should be presented: EXAMPLE: Commercial Job Title: System Engineer Minimum/General Experience: Three (3) years of technical experience which applies to systems analysis and design techniques for complex computer systems. Requires competence in all phases of systems analysis techniques, concepts and methods; also requires knowledge of available hardware, system software, input/output devices, structure and management practices. Functional Responsibility: Guides users in formulating requirements, advises alternative approaches, conducts feasibility studies. Minimum Education: Bachelor’s Degree in Computer Science