GENERAL SERVICES ADMINISTRATION
AUTHORIZED FEDERAL SUPPLY SCHEDULE CATALOG/PRICE LIST
GS-35F-538GA

CONQUEST TECHNOLOGY SERVICES CORP.
2900 Monarch Lakes Blvd #302
Miramar, FL 33027
GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE CATALOG/PRICE LIST

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSAAdvantage!®, a menu-driven database system. Agencies can browse GSAAdvantage!® via http://www.GSAAdvantage.gov

SCHEDULE TITLE: Federal Supply Schedule 70 – General Purpose Commercial Information Technology Equipment, Software, and Service

SIN: 518210C – Cloud and Cloud-Related IT Professional Services
SIN: 54151 – Highly Adaptive Cybersecurity Services (HACS)
SIN: 5415S – Information Technology Professional Services
SIN: 541611 – Administrative Management & General Management Consulting Services
SIN: Complementary SIN - Ancillary Supplies and/or Services

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

Contract Period: July 12, 2017 through July 11, 2022

Business Size: Large Business

Contract Number: GS-35F-538GA

<table>
<thead>
<tr>
<th>Contractor</th>
<th>Contract Administration POC</th>
<th>Ordering POC</th>
</tr>
</thead>
<tbody>
<tr>
<td>ConQuest</td>
<td>Allison Primack Manager</td>
<td>Allison Primack Manager</td>
</tr>
<tr>
<td>2900 Monarch Lakes Blvd #302</td>
<td>Telephone: 209-610-0658 Email: <a href="mailto:aprimack@conquestcyber.com">aprimack@conquestcyber.com</a></td>
<td>Telephone: 209-610-0658 Email: <a href="mailto:aprimack@conquestcyber.com">aprimack@conquestcyber.com</a></td>
</tr>
<tr>
<td>Miramar, FL 33027</td>
<td>Fax Number: 954-432-5203 E-Mail: <a href="mailto:jengle@conquestcyber.com">jengle@conquestcyber.com</a> Website: <a href="http://www.conquestcyber.com">www.conquestcyber.com</a></td>
<td></td>
</tr>
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13221 Woodland Park Rd, Suite 320
Herndon, VA 20171

703.236.9011

conquestcyber.com
1. **Customer Information**

<table>
<thead>
<tr>
<th>Element</th>
<th>Government</th>
<th>BOA(MFC)</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Basic Discount Terms</td>
<td></td>
<td></td>
</tr>
<tr>
<td>-- SINS 518210C (STLC/RC)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>-- SINS 5415S (STLC/RC)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>-- SINS 54151 (STLC/RC)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>-- Complementary SIN (STLC/RC)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. F.O.B. Shipping Terms</td>
<td>F.O.B. Destination</td>
<td>F.O.B. Destination</td>
</tr>
<tr>
<td>c. Payment Terms (Net and Prompt Pay)</td>
<td>Net 30</td>
<td>Net 30</td>
</tr>
<tr>
<td>d. Delivery Terms</td>
<td>30 Days ARO</td>
<td>30 Days ARO</td>
</tr>
<tr>
<td>e. Expedited Delivery Terms (Number of days/hours)</td>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td>f. Warranty Terms</td>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td>g. Quantity / Volume Discount (Terms &amp; method of calculation) (+ or /)</td>
<td>Ancillary Supplies &amp; Services – 10% quantity discount for over 1,000 units</td>
<td>None</td>
</tr>
<tr>
<td>h. Minimum Order</td>
<td>$100.00</td>
<td>None</td>
</tr>
<tr>
<td>i. Restocking Policy (if applicable)</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>

1. **Business Size:** Large

2. **Maximum order:** $500,000.00 for 5415S & 54151 & 541611
   $250,000.00 for Ancillary Services

3. **Minimum order:** $100.00

4. **Geographic coverage (delivery area):** CONUS Locations.
   OCONUS available for SIN 54151 & 541611 and Ancillary Services CONUS District of Columbia (D.C) and Puerto Rico

5. **Point(s) of production:** N/A

6. **Discount from list prices or statement of net price:**
   SIN 518210C: Pricing is 3% off list Price
SIN 54151, 541611 and 5415S: Pricing is 7% off Commercial Price List

7. **Quantity discounts**: Configuration Services only; 10% over 1,000 units.

8. **Prompt payment terms**: N/A

9 a. Government purchase cards are accepted below the micro purchase threshold
b. Government purchase cards not accepted above the micro purchase threshold

10. **Foreign items**: None

11a. **Time of delivery**: 30 days ARO
b. **Expedited Delivery**: N/A
c. **Overnight and 2-day delivery**: N/A
d. **Urgent Requirements**: N/A

12. **F.O.B. point(s)**: Destination

13a. **Ordering address**: 2900 Monarch Lakes Blvd, #302, Miramar, FL 33027
b. **Ordering procedures**: For services, the ordering procedures can be found at the GSA/FSS Schedule homepage (fss.gsa.gov/schedules)

14. **Payment address**: 2900 Monarch Lakes Blvd, #302, Miramar, FL 33027

15. **Warranty provision**: N/A

16. **Export packing charges**: N/A

17. **Terms and conditions of Government purchase card acceptance**: N/A

18. **Terms and conditions of rental, maintenance, and repair**: N/A

19. **Terms and conditions of installation**: N/A

20a. **Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices**: N/A
b. **Terms and conditions for any other services**: N/A

21. **List of service and distribution points**: N/A

22. **List of participating dealers**: N/A

23. **Preventive maintenance**: N/A
24a. Special attributes such as environmental attributes: N/A  
   b. Section 508 compliance: N/A

25a. Data Universal Number System (DUNS): 832420918  
   b. Taxpayer Identification Number (TIN): 80-0218101  
   c. Commercial and Government Entity (CAGE): 84LR9

26. System for Award Management (SAM) Database: Representations and Certifications are up to date in SAM.

2. Participating Dealers

<table>
<thead>
<tr>
<th>Participating Dealer</th>
<th>Address</th>
<th>Telephone Number</th>
<th>Place Orders &amp; Accept Payment in the name CONQUEST in care of the dealer</th>
</tr>
</thead>
<tbody>
<tr>
<td>United Data Technologies, Inc.</td>
<td>2900 Monarch Lakes Blvd Suite 300, Miramar, FL 33027</td>
<td>954-308-5100</td>
<td>Yes</td>
</tr>
</tbody>
</table>

3. Terms and Conditions

**518210C**

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

1. **SCOPE**

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

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

The scope of this SIN is limited to cloud capabilities provided entirely as a service. Hardware, software and other artifacts supporting the physical construction of a private or other cloud are out of scope for this SIN. Currently, an Ordering Activity can procure the hardware and software needed to build on premise cloud functionality, through combining different services on other IT Schedule 70 SINs (e.g. 5415S).
Sub-categories in scope for this SIN are the three NIST Service Models: Software as a Service (SaaS), Platform as a Service (PaaS), and Infrastructure as a Service (IaaS). Offerors may optionally select a single sub-category that best fits a proposed cloud service offering. Only one sub-category may be selected per each proposed cloud service offering. Offerors may elect to submit multiple cloud service offerings, each with its own single sub-category. The selection of one of three sub-categories does not prevent Offerors from competing for orders under the other two sub-categories.

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

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

<table>
<thead>
<tr>
<th>Table 1: Cloud Computing Services SIN</th>
<th>Sub-Categories</th>
</tr>
</thead>
</table>
| SIN Description                     | 1. Software as a Service (SaaS): Consumer uses provider’s applications on cloud infrastructure. Does not manage/control platform or infrastructure. Limited application level configuration may be available.  
2. Platform as a Service (PaaS): Consumer deploys applications onto cloud platform service using provider-supplied tools. Has control over deployed applications and some limited platform configuration but does not manage the platform or infrastructure.  
3. Infrastructure as a Service (IaaS): Consumer provisions computing resources. Has control over OS, storage, platform, deployed applications and some limited infrastructure configuration, but does not manage the infrastructure. |
|                                      | ● Commercially available cloud computing services  
● Meets the National Institute for Standards and Technology (NIST) definition of Cloud Computing essential characteristics  
● Open to all deployment models (private, public, community or hybrid), vendors specify deployment models |

2. RESPONSIBILITIES OF THE CONTRACTOR
The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character.
a. Acceptance Testing
Any required Acceptance Test Plans and Procedures shall be negotiated by the Ordering Activity at task order level. The Contractor shall perform acceptance testing of the systems for Ordering Activity approval in accordance with the approved test procedures.

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

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

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

e. Performance of Cloud Computing Services
The Contractor shall respond to Ordering Activity requirements at the Task Order level with proposed capabilities to Ordering Activity performance specifications or indicate that only standard specifications are offered. In all cases the Contractor shall clearly indicate standard service levels, performance and scale capabilities. The Contractor shall provide appropriate cloud computing services on the date and to the extent and scope agreed to by the Contractor and the Ordering Activity.

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

3. RESPONSIBILITIES OF THE ORDERING ACTIVITY
The Ordering Activity is responsible for indicating the cloud computing services requirements unique to the Ordering Activity. Additional requirements should not contradict existing SIN or IT Schedule 70 Terms and Conditions. Ordering Activities should include (as applicable) Terms & Conditions to address Pricing, Security, Data Ownership, Geographic Restrictions, Privacy, SLAs, etc.
Cloud services typically operate under a shared responsibility model, with some responsibilities assigned to the Cloud Service Provider (CSP), some assigned to the Ordering Activity, and others shared between the two. The distribution of responsibilities will vary between providers and across service models. Ordering activities should engage with CSPs to fully understand and evaluate the shared responsibility model proposed. Federal Risk and Authorization Management Program (FedRAMP) documentation will be helpful regarding the security aspects of shared responsibilities, but operational aspects may require additional discussion with the provider.

a. Ordering Activity Information Assurance/Security Requirements Guidance
   (1) The Ordering Activity is responsible for ensuring to the maximum extent practicable that each requirement issued is in compliance with the Federal Information Security Management Act (FISMA) as applicable.

   (2) The Ordering Activity shall assign a required impact level for confidentiality, integrity and availability (CIA) prior to issuing the initial statement of work. The Contractor must be capable of meeting at least the minimum security requirements assigned against a low-impact information system in each CIA assessment area (per FIPS 200) and must detail the FISMA capabilities of the system in each of CIA assessment area.

   (3) Agency level FISMA certification, accreditation, and evaluation activities are the responsibility of the Ordering Activity. The Ordering Activity reserves the right to independently evaluate, audit, and verify the FISMA compliance for any proposed or awarded Cloud Computing Services.

   (4) The Ordering Activity has final responsibility for assessing the FedRAMP status of the service, complying with and making a risk-based decision to grant an Authorization to Operate (ATO) for the cloud computing service, and continuous monitoring. A memorandum issued by the Office of Management and Budget (OMB) on Dec 8, 2011 outlines the responsibilities of Executive departments and agencies in the context of FedRAMP compliance.

   (5) Ordering activities are responsible for determining any additional information assurance and security related requirements based on the nature of the application and relevant mandates.

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

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

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

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

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

g. Privacy
The Ordering Activity should specify the privacy characteristics of their service and engage with the Contractor to determine if the cloud service is capable of meeting Ordering Activity requirements. For example, a requirement could be requiring assurance that the service is capable of safeguarding Personally Identifiable Information (PII), in accordance with NIST SP 800-1224 and OMB memos M-06-165 and M-07-166. An Ordering Activity will determine what data elements constitute PII according to OMB Policy, NIST Guidance and Ordering Activity policy.

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

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

j. Data Ownership and Retrieval and Intellectual Property
Intellectual property rights are not typically transferred in a cloud model. In general, CSPs retain ownership of the Intellectual Property (IP) underlying their services and the customer retains ownership of its intellectual property. The CSP gives the customer a
license to use the cloud services for the duration of the contract without transferring rights. The government retains ownership of the IP and data they bring to the customized use of the service as spelled out in the FAR and related materials.

General considerations of data ownership and retrieval are covered under the terms of Schedule 70 and the FAR and other laws, ordinances, and regulations (Federal, State, City, or otherwise). Because of considerations arising from cloud shared responsibility models, ordering activities should engage with the Contractor to develop more cloud-specific understandings of the boundaries between data owned by the government and that owned by the cloud service provider, and the specific terms of data retrieval.

In all cases, the Ordering Activity should enter into an agreement with a clear and enforceable understanding of the boundaries between government and cloud service provider data, and the form, format and mode of delivery for each kind of data belonging to the government.

The Ordering Activity should expect that the Contractor shall transfer data to the government at the government’s request at any time, and in all cases when the service or order is terminated for any reason, by means, in formats and within a scope clearly understood at the initiation of the service. Example cases that might require clarification include status and mode of delivery for:

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

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

k. Service Location Distribution

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

1. Physical locations underlying the cloud are numerous enough to provide continuity of operations and geographically separate enough to avoid an anticipated single point of failure within the scope of anticipated emergency events.

2. Service endpoints for the cloud are able to meet anticipated performance requirements in terms of geographic proximity to service requestors.
Note that cloud providers may address concerns in the form of minimum distance between service locations, general regions where service locations are available, etc.

I. Related Professional Services

Ordering activities should engage with Contractors to discuss the availability of limited assistance with initial setup, training, and access to the services that may be available through this SIN.

Any additional substantial and ongoing professional services related to the offering such as integration, migration, and other cloud professional services are out of scope for this SIN. Ordering activities should consult the appropriate GSA professional services schedule.

54151

Terms and Conditions Applicable to Highly Adaptive Cybersecurity Services (HACS) (Special Item Numbers 54151)

1. SCOPE
   a. The labor categories, prices, terms, and conditions stated under Special Item Numbers 54151 High Adaptive Cybersecurity Services apply exclusively to High Adaptive Cybersecurity Services within the scope of this Information Technology Schedule.

   b. Services under these SINs are limited to Highly Adaptive Cybersecurity Services only. Software and hardware products are under different Special Item Numbers on IT Schedule 70 (e.g. 132-32, 132-33), and may be quoted along with services to provide a total solution.

   c. These SINs provide ordering activities with access to Highly Adaptive Cybersecurity services only.

   d. Highly Adaptive Cybersecurity Services provided under these SINs shall comply with all Cybersecurity certifications and industry standards as applicable pertaining to the type of services as specified by ordering agency.

   e. 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. ORDER
   a. Agencies may use written orders, Electronic Data Interchange (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.

3. PERFORMANCE OF SERVICES
a. The Contractor shall commence performance of services on the date agreed to by the
Contractor and the ordering activity. All Contracts will be fully funded.

b. The Contractor agrees to render services 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 Highly Adaptive Cybersecurity
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. All
travel will be agreed upon with the client prior to the Contractor’s travel.

4. INSPECTION OF SERVICES
Inspection of services is in accordance with 552.212-4 - CONTRACT TERMS AND CONDITIONS –
(TAILORED) for Firm-Fixed Price and Time-and-Materials and Labor-Hour Contracts orders
placed under this contract.

5. 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 (MAY 2014) Rights in Data – General, may apply.

The Contractor shall comply with contract clause (52.204-21) to the Federal Acquisition
Regulation (FAR) for the basic safeguarding of contractor information systems that process,
store, or transmit Federal data received by the contract in performance of the contract. This
includes contract documents and all information generated in the performance of the contract.

6. RESPONSIBILITIES OF THE ORDERING ACTIVITY
Subject to the ordering activity’s security regulations, the ordering activity shall permit
Contractor access to all facilities necessary to perform the requisite Highly Adaptive
Cybersecurity Services.
7. INDEPENDENT CONTRACTOR
All Highly Adaptive Cybersecurity 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.

8. ORGANIZATIONAL CONFLICTS OF INTEREST
a) Definitions.
“Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

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

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

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

9. INVOICES
The Contractor, upon completion of the work ordered, shall submit invoices for Highly Adaptive Cybersecurity 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.

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

11. 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.

12. DESCRIPTION OF HIGHLY ADAPTIVE CYBERSECURITY SERVICES AND PRICING
   a. The Contractor shall provide a description of each type of Highly Adaptive Cybersecurity Service offered under Special Item Numbers 54151A, 54151B, 54151C and 54151D for Highly Adaptive Cybersecurity Services and it 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 Highly Adaptive Cybersecurity Services shall be in accordance with the Contractor’s customary commercial practices; e.g., hourly rates, minimum general experience and minimum.

541611

TERMS AND CONDITIONS APPLICABLE TO MANAGEMENT AND FINANCIAL CONSULTING, ACQUISITION AND GRANTS MANAGEMENT SUPPORT, AND BUSINESS PROGRAM AND PROJECT MANAGEMENT SERVICES (SPECIAL ITEM NUMBER 541611)

Provide operating advice and assistance on administrative and management issues. Examples include: strategic and organizational planning, business process improvement, acquisition and grants management support, facilitation, surveys, assessment and improvement of financial management systems, financial reporting and analysis, due diligence in validating an agency’s portfolio of assets and related support services, strategic financial planning, financial policy formulation and development, special cost studies, actuarial services, economic and regulatory analysis, benchmarking and program metrics, and business program and project management.

Inherently Governmental services as identified in FAR 7.503 or by the ordering agency are prohibited. It is the responsibility of the Contracting Officer placing the order to make this determination. Ordering activities must require prospective contractors to identify potential conflicts of interest and address those, prior to task order award.

Personal services as defined in FAR 37.104 are prohibited.
5415S

TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 5415S) AND IDENTITY ACCESS MANAGEMENT PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-60F)

1. SCOPE
   a. The prices, terms and conditions stated under Special Item Number 5415S 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.

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

6. **INSPECTION OF SERVICES**

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, 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
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 5415S 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.

TERMS AND CONDITIONS APPLICABLE TO ANCILLARY SUPPLIES AND /OR SERVICES

Non-professional labor categories must be incidental to, and used solely to support professional services, and cannot be offered or purchased separately. Further, non-professional labor categories shall be offered under SIN 132-100 only and must be offered in conjunction with professional service SINs.

The Service Contract Labor Standards (SCLS) may be applicable to services offered under SIN 132 100. The following language shall be included at the end or beginning of each detailed position description. “Nonprofessional labor categories must be incidental to, and used solely to support professional services, and cannot be purchased separately.

Ancillary supplies and/or services are support supplies and services which are not within the scope of any other SIN under schedule 70.

Note: Commercially available products under this solicitation may be covered by the Energy Star or Electronic Product Environmental Assessment Tool (EPEAT) programs. For applicable products, offerors are encouraged to offer Energy Star-qualified products and EPEAT-registered products, at the Bronze level or higher. If offerors opt to offer Energy Star or Electronic Product Environmental Assessment Tool (EPEAT) products then they shall identify by model which products offered are Energy Star-qualified and EPEAT-registered, broken out by registration level of bronze, silver, or gold. Visit the Green Procurement Compilation, sftool.gov/green procurement for a complete list of products covered by these programs.
54151

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

1. SCOPE
   a. The labor categories, prices, terms and conditions stated under Special Item Number 54151 Health Information Technology Services apply exclusively to Health IT Services within the scope of this Information Technology Schedule.

   b. This SIN is limited to Health IT Services only. Software and hardware products are out of scope. Hardware and software can be acquired through different Special Item Numbers on IT Schedule 70 (e.g. 132-32, 132-33).

   c. This SIN provides ordering activities with access to Health IT services.

   d. Health IT Services provided under this SIN shall comply with all Healthcare certifications and industry standards as applicable at the task order level.

   e. 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. ORDER
   a. Agencies may use written orders, Electronic Data Interchange (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 or 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.

3. PERFORMANCE OF SERVICES
   a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity. All Contracts will be fully funded.

   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 Health IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts. All travel will be agreed upon with the client prior to the Contractor’s travel.

4. INSPECTION OF SERVICES

5. 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.

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

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

8. ORGANIZATIONAL CONFLICTS OF INTEREST
a. Definitions.

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

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

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

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

9. INVOICES
The Contractor, upon completion of the work ordered, shall submit invoices for Health IT Professional services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

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

11. INCIDENTAL SUPPORT COSTS
Incidental support costs are not considered part of 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.

12. 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.

13. DESCRIPTION OF HEALTH IT SERVICES AND PRICING
a. The Contractor shall provide a description of each type of Health IT Service offered under Special Item Numbers 54151 Health IT Services and it 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 Health IT 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.
### Service Categories

<table>
<thead>
<tr>
<th>Service Category</th>
<th>Description</th>
<th>Education</th>
<th>Experience</th>
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</thead>
<tbody>
<tr>
<td><strong>Business Analyst</strong></td>
<td>Applies process improvement and reengineering methodologies and principles to conducting IT process modernization projects. Duties include activity and data modeling, developing modern business methods, identifying best practices, and creating and assessing performance measurements. Provides group facilitation, interviewing, training, and other forms of knowledge transfer.</td>
<td>BA/BS or Equivalent</td>
<td>5 Years</td>
</tr>
<tr>
<td><strong>Help Desk I</strong></td>
<td>Receives and records tickets. Performs preliminary analysis, initial assignment, and follows up with end users on resolutions to tickets.</td>
<td>BA/BS or Equivalent</td>
<td>1 year</td>
</tr>
<tr>
<td><strong>Help Desk II</strong></td>
<td>Receives and records tickets. Performs second level analyses and resolves/escalates, follows up with end users on resolutions to tickets.</td>
<td>BA/BS or Equivalent</td>
<td>3 Years</td>
</tr>
<tr>
<td><strong>Help Desk III</strong></td>
<td>Performs senior level analyses and resolves ticket escalations. Assists manager in development and maintenance of organizational structure and assignment of resources.</td>
<td>BA/BS or Equivalent</td>
<td>5 Years</td>
</tr>
<tr>
<td><strong>Network Administrator</strong></td>
<td>Assesses network performance, recommends upgrades or improvements and resolves network problems. Conducts site surveys and assesses and documents current site network configuration and user requirements, follows engineering plans and site installation Technical Design Packages, develops installation schedules and assist in the preparation of drawing and documenting configuration changes. Other duties include providing technical and software support to end-users; serving as the initial point of contact for troubleshooting hardware and software, PC and printer problems; and providing phone and in-person support to users in the areas of e-mail, directories and standard Windows desktop applications. Helps support a WAN system using TCP/IP, which includes connectivity to mainframes. Provide technical assistance and training; perform evaluations of computer hardware and software; and serve as a liaison with vendors for new hardware/software purchases.</td>
<td>BA/BS or Equivalent</td>
<td>10 Years</td>
</tr>
<tr>
<td><strong>Systems Analyst</strong></td>
<td>Analyzes and develops systems processing a wide range of capabilities, including numerous engineering, business, and information management duties. Develops plans for systems from project</td>
<td>BA/BS or Equivalent</td>
<td>15 Years</td>
</tr>
</tbody>
</table>
inception to conclusion. Analyzes and defines the problem and the information to be processed, defines the problem, and develops system requirements and program specifications. Coordinates with program/task management and customer personnel to ensure the requirements have been properly defined and the solution will be satisfactory. Also coordinates the implementation of program and system specifications. Provides technical direction for personnel performing system wide analysis, including the review of work products for correctness, adherence to the design concept and customer standards, and for progress in accordance with schedules.

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<tr>
<th>Role</th>
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</thead>
<tbody>
<tr>
<td><strong>Project Coordinator</strong></td>
<td>Customer introduction and coordination. Advises project team on process. Develops project schedule and supports deliverables. Analyzes impact change request have on the schedule. Analyzes process reported against work schedules. Organizes and facilitates sessions regarding the project management of the project. Used to manage short engagements.</td>
<td>BA/BS or Equivalent Experience</td>
<td>3 Years</td>
</tr>
<tr>
<td><strong>Project Manager</strong></td>
<td>Customer introduction and coordination. Provides direction to the teams. Prepare and manage the overall project work plan. Plans, organizes, monitors, and oversees IT projects, business strategies, and technology development. Manages cross functional teams. Understands needs of business users as well as development and service support areas. Defines program and project goals, plans, and reports. Responsible for all aspects of the development and implementation of assigned projects. Manages quality assurance and risk mitigation. Utilized with regular project management functions are required.</td>
<td>BA/BS or Equivalent Experience</td>
<td>5 Years</td>
</tr>
<tr>
<td><strong>Senior Project Manager</strong></td>
<td>Customer introduction and coordination. Provides direction to the teams. Prepare and manage the overall project work plan. Plans, organizes, monitors, and oversees IT projects, business strategies, and technology development. Manages cross functional teams. Understands needs of business users as well as development and service support areas. Defines program and project goals, plans, and reports. Responsible for all aspects of the development and implementation of assigned projects. Manages quality assurance and risk mitigation. Utilized when project management functions are required for advanced technology</td>
<td>BA/BS or Equivalent Experience</td>
<td>10 Years</td>
</tr>
<tr>
<td>Position</td>
<td>Description</td>
<td>Education/Experience</td>
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<tr>
<td>Principal Project Manager</td>
<td>Customer introduction and coordination. Provides direction to the teams. Prepare and manage the overall project work plan. Plans, organizes, monitors, and oversees IT projects, business strategies, and technology development. Manages cross functional teams. Understands needs of business users as well as development and service support areas. Defines program and project goals, plans, and reports. Responsible for all aspects of the development and implementation of assigned projects. Manages quality assurance and risk mitigation. Utilized when project management requires special circumstances and projects.</td>
<td>BA/BS or Equivalent Experience 15 Years</td>
<td></td>
</tr>
<tr>
<td>Systems Engineer</td>
<td>Works with the project Senior Systems Engineer for required automated information systems, communication systems, and software to include concept design, architecture, development, and testing. Interacts with the technical staff; functional analysts, field sites, and the customer to ensure engineering requirements for developing and enhancing automated information systems, communication systems, and software are satisfied. Covers a variety of fields including: storage, networking, wireless, hyper-converged, hyper-visor, computing, data protection, collaboration and cloud.</td>
<td>BA/BS or Equivalent Experience 5 Years</td>
<td></td>
</tr>
<tr>
<td>Senior Systems Engineer</td>
<td>Project leader for required automated information systems, communication systems, and software to include concept design, architecture, development, and testing. Interacts with the technical staff, functional analysts, field sites, and the customer to ensure engineering requirements for developing and enhancing automated information systems, communication systems, and software are satisfied. Covers a variety of fields including: storage, networking, wireless, hyper-converged, hyper-visor, computing, data protection, collaboration and cloud.</td>
<td>BA/BS or Equivalent Experience 10 Years</td>
<td></td>
</tr>
<tr>
<td>Principal Engineer</td>
<td>Provides technical support in system architecture, system design, system integration and technical management. Assists in providing technical input to the systems engineering process. Provides requirements analysis. May prepare and present systems assurance reviews. Identifies requirements and deficiencies in hardware and software products. Advises customer in product selection and use,</td>
<td>BA/BS or Equivalent Experience 15 Years</td>
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<tr>
<td>Role</td>
<td>Description</td>
<td>Education Requirement</td>
<td>Experience</td>
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<tr>
<td>Solutions Architect</td>
<td>Leads a team of engineers, architects, and analysts to ensure adherence to quality standards and reviews enterprise and solution architecture deliverables. Provides technical and analytical guidance to enterprise and solution development architecture team. Directs and participates in high-level enterprise architecture analysis, evaluation, design, integration, documentation, and development. Applies high-level business and technical principles and methods to very difficult technical problems to arrive at creative engineering solutions. Provides recommendations and act to direct the analysis and solutions of problems. Covers a variety of fields including: storage, networking, wireless, hyper-converged, hyper-visor, computing, data protection, collaboration and cloud.</td>
<td>BA/BS or Equivalent Experience</td>
<td>15 Years</td>
</tr>
<tr>
<td>Cyber Security Analyst</td>
<td>Analyzes and implements security requirement for computer systems which may include mainframes, workstations, and personal computers. Designs, develops, engineers, and implements solutions that meet security requirements. Provides integration and implementation of the computer system security solutions. Establishes and satisfies complex system-wide information security requirements based upon the analysis of user, policy, regulatory, and resource demands. Analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems. Designs, develops, engineers, and implements solutions that meet network security requirements.</td>
<td>BA/BS or Equivalent Experience</td>
<td>3 Years</td>
</tr>
<tr>
<td>Senior Cyber Security Analyst</td>
<td>Analyzes and implements security requirement for computer systems which may include mainframes, workstations, and personal computers. Designs, develops, engineers, and implements solutions that meet security requirements. Provides integration and implementation of the computer system security solutions. Establishes and satisfies complex system-wide information security requirements based upon the analysis of user, policy, regulatory, and resource demands. Analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems. Designs, develops, engineers, and implements solutions that meet network security requirements.</td>
<td>BA/BS or Equivalent Experience</td>
<td>10 Years</td>
</tr>
</tbody>
</table>
and resource demands. Analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems. Designs, develops, engineers, and implements solutions that meet network security requirements.

**Cyber Security Manager**  
Primarily manages through subordinate management and/or directly manages experienced specialists. Contributes to the development of the strategy and operational direction. Accountable for managing and communicating short and long-term direction. Establishes and implements tactical and operational plans with significant impact on the achievement of functional results. Has responsibility for communicating with diverse parties external to the organization. Requires deep management and leadership knowledge to lead cross-unit project or program teams or manage across multiple functions.  
**BA/BS or Equivalent Experience**  
12 Years

**Junior Cloud Architect**  
The Junior Cloud Architect maintains and supports the deployment team on the delivery of cloud solutions in Azure. The Junior Cloud Architect receives 3rd-level cloud platform support, tickets providing data and root cause analysis for service impacting incidents with all possible actions for improvement or resolution. They configure architectural templates to deploy infrastructure architecture. Perform regular assessment of fixes and enhancements to the designs and implementations on the cloud platform.  
**BA/BS or Equivalent Experience**  
1 Year

**Cloud Architect**  
Cloud Architect works with other architects and developers to implement and support cloud solutions on Microsoft Azure. The Cloud Architect ensures that the implementation of cloud solutions follows all internally defined security and compliance controls. They ensure that best standards and practices are used during implementation of services such as Azure Virtual Networks, Network Security Groups, DNS, Traffic Manager, Load Balancer and Availably Sets. The Cloud Architect uses scripting tools such as PowerShell to automate processes.  
**BA/BS or Equivalent Experience**  
4 Years

**Senior Cloud Architect**  
A Senior Cloud Architect is responsible for scoping, architecting and designing cloud solutions on Microsoft Azure for various cloud solutions. The Senior Cloud Architect plans enterprise-scale Azure environments, including applications dependencies, data storage and flow, network connectivity and overall cloud hosting. The Senior Cloud Engineer is  
**BA/BS or Equivalent Experience**  
7 Years
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<tr>
<th>Role</th>
<th>Responsibilities</th>
<th>Education</th>
<th>Experience</th>
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<tbody>
<tr>
<td>Principal</td>
<td>Subject matter expert who provides thought leadership, innovation, and direction to the strategy of the engagement.</td>
<td>BA/BS or Equivalent</td>
<td>15 years</td>
</tr>
<tr>
<td>Program Manager</td>
<td>Responsible for client satisfaction and execution of the engagement. Provides direction to the teams. Oversees project managers to ensure alignment business strategies and customer requirements. Manages cross functional teams. Understands needs of business users as well as development and service support areas. Defines program goals and ensures all projects are executed in alignment. Accountable for all aspects of the development and implementation of assigned projects. Escalation for all issues and risks, and ensures mitigations are appropriate and executed on time.</td>
<td>BA/BS or Equivalent</td>
<td>10 years</td>
</tr>
<tr>
<td>Cloud Engineer</td>
<td>Builds cloud solutions on public clouds. Follows plans established by the Cloud Architect to ensure that the implementation of cloud solutions follows all internally defined security and compliance controls. Ensure best practices are used and that implementation meets all client requirements. Tests solutions prior to deployment to ensure client satisfaction. Executes user, data, and application migrations for customers.</td>
<td>BA/BS or Equivalent</td>
<td>4 years</td>
</tr>
<tr>
<td>Security Architect</td>
<td>Responsible for scoping, architecting, and designing security solutions. Design security controls that ensure compliance in enterprise-scale public clouds, including applications dependencies, data storage and flow, network connectivity and overall cloud hosting. Responsible for interfacing with security engineers and the cloud focused teams across the enterprise to coordinate the technical design and delivery to ensure all client requirements are met.</td>
<td>BA/BS or Equivalent</td>
<td>6 years</td>
</tr>
<tr>
<td>Security Engineer</td>
<td>Implements security controls on public clouds. Follows plans established by the Security Architect to ensure that the implementation of cloud solutions follows all internally defined security and compliance controls. Ensure best practices are used and that implementation meets all client requirements. Tests solutions prior to deployment to ensure client satisfaction.</td>
<td>BA/BS or Equivalent</td>
<td>2 years</td>
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<tr>
<td>Position</td>
<td>Description</td>
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<td>Experience</td>
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<tr>
<td>Organizational Change Management (OCM) Consultant</td>
<td>Identify changes that will result from newly implemented solutions and develop strategies for end-users to cope with change to ensure maximum service management satisfaction and end user adoption. Define End User training schedule. Assist with execution of change management plan.</td>
<td>BA/BS or Equivalent</td>
<td>2 years</td>
</tr>
<tr>
<td>Technical Project Manager (PM)</td>
<td>Customer introduction and coordination. Provides direction to the architecture and engineering teams. Prepare and manage the overall project work plan. Plans, organizes, monitors, and oversees IT projects that focus on building, securing, and migrating into cloud environments. Defines milestones, schedule, plans, and reports, and communicating those artifacts to the client. Responsible for all aspects of the development and implementation of assigned projects. Manages quality assurance, risk mitigation, and testing strategies.</td>
<td>BA/BS or Equivalent</td>
<td>6 years</td>
</tr>
<tr>
<td>Senior Governance, Risk, and Compliance (GRC) Consultant</td>
<td>Develop comprehensive strategy for establishing a system security plan to meet desired compliance requirements, including technical controls, security procedures, policies, and plans. Advise customers on how compliance can be demonstrated in the event of an audit. Create policies that foster rapid adoption and competency.</td>
<td>BA/BS or Equivalent</td>
<td>4 years</td>
</tr>
<tr>
<td>Governance, Risk, and Compliance (GRC) Consultant</td>
<td>Perform technical control validation and gap remediation. Perform policy and procedure validation and gap remediation. Provide inputs to the overall System Security Plan (SSP). Capture evidence of procedures and policies being followed to prepare for audit.</td>
<td>BA/BS or Equivalent</td>
<td>2 years</td>
</tr>
</tbody>
</table>
| Image Installation                           | 1) Utilizes customer approved configuration  
2) Conquest to image and configure device per customer requirements  
3) Testing and verification                   | N/A                                | N/A        |
| Deployment Configuration                     | Component Integration based on customer specifications, i.e. Peripheral installation, software load, and packaging.                                                                                     | N/A                                | N/A        |
| DART Asset Management                        | Receive Item and process Other Configuration Services as purchased by customer order. Device Assignment and database upload of the following: - Serial Number - Location - Item Description - Maintenance Dates - Image Specifications - Unique Tag Specifications | N/A                                | N/A        |
## Warranty Data
- Provide real-time inventory reporting and visibility

<table>
<thead>
<tr>
<th>Asset Decommissioning</th>
<th>Data transfer, Device cleansing of controlled data, and Disposition</th>
<th>N/A</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Custom Etch Application</td>
<td>Application of custom etch no greater than 4in. x 4in.</td>
<td>N/A</td>
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</tbody>
</table>

## Pricelist

**5415S – IT Professional Services**

**518210C – Cloud and Cloud-Related IT Professional Services**

**541611 – Administrative Management and General Management Consulting Services**

<table>
<thead>
<tr>
<th>SIN(s)</th>
<th>Service Category</th>
<th>CONQUEST Site with IFF</th>
<th>Customer Site with IFF</th>
</tr>
</thead>
<tbody>
<tr>
<td>5415S, 518210C, 541611</td>
<td>Business Analyst</td>
<td>$91.13</td>
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<td>Help Desk I</td>
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<td>Help Desk III</td>
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<td>Project Coordinator</td>
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<td>5415S, 518210C, 541611</td>
<td>Project Manager</td>
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<td>Senior Project Manager</td>
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<td>Principal Project Manager</td>
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