



GSA INFORMATION TECHNOLOGY SCHEDULE

**General Purpose Commercial
Information Technology
Equipment, Software and Services**

Contract Number: GS #35F-5863H

**Period Covered by Contract:
August 10, 1998 to August 9, 2018**

**Contract GS-35F-5863H will be solely for the purpose of
fulfilling obligations to currently awarded contracts and
BPA's. All new orders shall be placed under
GS-35F-003CA.**

**Dynanet Corporation
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8182 Lark Brown Road, Suite 300
Elkridge, MD 21075
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**AUTHORIZED FEDERAL SUPPLY SERVICE
INFORMATION TECHNOLOGY SCHEDULE PRICELIST
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY
EQUIPMENT, SOFTWARE AND SERVICES**

SIN 132-51 - INFORMATION TECHNOLOGY PROFESSIONAL SERVICES

FPDS Class D301	IT Facility Operation and Maintenance
FPDS Class D306	IT Systems Analysis Services
FPDS Class D316	IT Network Management Services
FPDS Class D319	Other Information Technology Services, Not Elsewhere Classified

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

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

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

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CONTRACT Number: GS-35F-5863H

Period Covered by Contract: August 10, 2009 through August 9, 2018

**General Services Administration
Federal Supply Service**

Pricelist current through Modification #PO-0018, dated 4/2/13

SOFTWARE AND SERVICES OUTLINED IN THIS AUTHORIZED INFORMATION TECHNOLOGY SCHEDULE PRICELIST ARE CURRENTLY AVAILABLE ON THE GSA ADVANTAGE! SYSTEM. AGENCIES INTERESTED IN OBTAINING A COPY OF THIS SCHEDULE PRICELIST SHOULD CONTACT DYNANET CORPORATION . AGENCIES CAN BROWSE GSA ADVANTAGE! SYSTEM FOR PRODUCTS AND ORDERING INFORMATION BY ACCESSING GSA'S HOME PAGE VIA INTERNET AT WWW.GSA.GOV.

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INFORMATION FOR ORDERING OFFICES

Applicable to All Special Item Numbers

SPECIAL NOTICE TO AGENCIES: Small Business Participation

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

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

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

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

1. Geographic Scope of Contract:

The geographic scope of the contract is the 48 contiguous states and the District of Columbia.

2. Contractor's Ordering Address and Payment Information:

Dynanet Corporation
8182 Lark Brown Road, STE 300
Elkridge, MD 21075
Phone: 443-661-1403

DYNANET will accept the Government purchase card for payments. Government purchase cards **will** be acceptable for payment above the micro-purchase threshold. In addition, bank account information for wire transfer payments will be shown on the invoice.

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

(443) 661-1403 Or fax: (443) 661-1408

3. LIABILITY FOR INJURY OR DAMAGE

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

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

Block 9: G. Order/Modification Under Federal Schedule

Block 16: Data Universal Numbering System (DUNS)

Number: **01-702-1242**

Block 30: Type of Contractor **Small Disadvantaged Business**

Block 31: Woman-Owned Small Business - **No**

Block 36: Contractor's Taxpayer Identification Number

(TIN) **52-1936355**

4a. CAGE Code: 1F6D7

4b. Contractor has registered with Central Contractor Registration Database.

5. FOB Destination

6. DELIVERY SCHEDULE

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

SPECIAL ITEM NUMBER
132-51

DELIVERY TIME (Days ARO)
30 Days

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

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

a. Prompt Payment: Net 30 days from receipt of invoice or date of acceptance, whichever is later.

b. Quantity: See attached CPC document

c. Dollar Volume: None

d. Government Educational Institutions: same as GSA

e. Other: None

8. Trade Agreements Act of 1979, as amended:

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

9. Statement Concerning Availability of Export Packing: N/A

10. Small Requirements: The minimum dollar value of orders to be issued is **\$100**

11. Maximum Order: (All dollar amounts are exclusive of any discount for prompt payment.)

Special Item Number 132-51 - Information Technology (IT) Professional Services

The maximum dollar value per order for all IT Professional services will be \$500,000.

12. USE OF FEDERAL SUPPLY SERVICE INFORMATION TECHNOLOGY SCHEDULE CONTRACTS. In accordance with FAR 8.404:

Orders placed pursuant to a Multiple Award Schedule (MAS), using the procedures in FAR 8.404, are considered to be issued pursuant to full and open competition. Therefore, when placing orders under Federal Supply Schedules, ordering offices need not seek further competition, synopsise the requirement, make a separate determination of fair and reasonable pricing, or consider small business set-asides in accordance with subpart 19.5. GSA has already determined the prices of items under schedule contracts to be fair and reasonable. By placing an order against a schedule using the procedures outlined below, the ordering activity has concluded that the order represents the best value and results in the lowest overall cost alternative (considering price, special features, administrative costs, etc.) to meet the ordering activity's needs.

a. Orders placed at or below the micro-purchase threshold. Ordering offices can place orders at or below the micro-purchase threshold with any Federal Supply Schedule Contractor.

b. Orders exceeding the micro-purchase threshold but not exceeding the maximum order threshold. Orders should be placed with the Schedule Contractor that can provide the supply or service that represents the best value. Before placing an order, ordering offices should consider reasonably available information about the supply or service offered under MAS contracts by using the "GSA Advantage!" on-line shopping service, or by reviewing the catalogs/pricelist of at least three Schedule Contractors and select the delivery and other options available under the schedule that meets the ordering activity's needs. In selecting the supply or service representing the best value, the ordering activity may consider—

- (1) Special features of the supply or service that are required in effective program performance and that are not provided by a comparable supply or service;
- (2) Trade-in considerations;
- (3) Probable life of the item selected as compared with that of a comparable item;
- (4) Warranty consideration;
- (5) Maintenance availability;
- (6) Past performance; and
- (7) Environmental and energy efficiency considerations.

c. Orders exceeding the maximum order thresholds. Each schedule contract has an established maximum order threshold. This threshold represents the point where it is advantageous for the ordering activity to seek a price reduction. In addition to placing an order that exceed the maximum order threshold, ordering offices shall—

- (1) Review additional Schedule Contractors' catalogs/pricelist or use the GSA Advantage! On-line shopping.
- (2) Based upon the initial evaluation, generally seek price reduction from the Schedule Contractor(s) appearing to provide the best (considering price and other factors); and
- (3) After price reductions have been sought, place the order with the Schedule Contractor that provides the best value and results in the lowest overall cost alternative. If further price reductions are not offered, an order may still be placed, if the ordering activity determines that it is appropriate.

Note: For orders exceeding the maximum order threshold, the Contractor may:

- (1) Offer a new lower price for this requirement (the Price Reductions Clause is not applicable to orders placed over the maximum order in FAR 52.216-19 Order Limitations);
- (2) Offer the lowest price available under the contract; or
- (3) Decline the order (order must be returned in accordance with FAR 52.216-19).

d. Blanket purchase agreement (BPAs). The establishment of Federal Supply Schedule BPAs is permitted when following the ordering procedures in FAR 8.404. All schedule contracts contain BPA provisions. Ordering offices may use BPAs to establish accounts with Contractors to fill recurring requirements. BPAs should address the frequency of ordering and invoicing, discounts, and delivery locations and times.

e. Price reductions. In addition to the circumstances outlined in paragraph c, above, there may be instances when ordering offices will find it advantageous to request a price reduction. For example, when the ordering activity finds a schedule supply or service elsewhere at a lower price or when a BPA is being established to fill recurring requirements, requesting a price reduction could be advantageous. The potential volume of orders under these agreements, regardless of the size of the individual order, may offer the ordering activity the opportunity to secure greater discounts. Schedule Contractors are not required to pass on to all schedule users a price reduction extended only to an individual ordering activity for a specific order.

- f. Small business.** For orders exceeding the micro-purchase threshold, ordering offices should give preference to the items of small business concerns when two or more items at the same delivered price will satisfy the requirement.
- g. Documentation.** Orders should be documented, at a minimum, by identifying the Contractor the item was purchased from, the item purchased, and the amount paid. If an ordering activity requirement in excess of the micro-purchase threshold is defined so as to require a particular brand-name, product, or feature of a product peculiar to one manufacturer, thereby precluding consideration of a product manufactured by another company, the ordering activity shall include an explanation in the file as to why the particular brand-name, product, or feature is essential to satisfy the ordering activity's needs.

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

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

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

14. SECURITY REQUIREMENTS. In the event security requirements are necessary, the ordering activities may incorporate, in their delivery orders, a security clause in accordance with current laws, regulations, and individual ordering activity policy; however, the burden of administering the security requirements shall be with the ordering activity. If any costs are incurred as a result of the inclusion of security requirements, such costs will not exceed ten percent (10%) or \$100,000, of the total dollar value of the order, whichever is lessor.

15. CONTRACT ADMINISTRATION FOR ORDERING OFFICES: Any ordering activity, with respect to any one or more delivery orders placed by it under this contract, may exercise the same rights of termination as might the GSA Contracting Officer under provisions of FAR 52.212-4, paragraphs (l) Termination for the ordering activity's convenience, and (m) Termination for Cause (See C.1.)

16. GSA Advantage!

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

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

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

17. PURCHASE OF OPEN MARKET ITEMS

NOTE: Open Market Items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Supply Schedule contract.

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

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

- (4) All clause applicable to items not on the Federal Supply Schedule are included in the order.

18. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS

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

(1) Time of delivery/installation quotations for individual orders;

(2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/ service/software package submitted in response to requirements which result in orders under this schedule contract.

(3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.

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

19. OVERSEAS ACTIVITIES

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

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

20. BLANKET PURCHASE AGREEMENTS (BPAs)

Federal Acquisition Regulation (FAR) 13.303-1(a) defines Blanket Purchase Agreements (BPAs) as "...a simplified method of filling anticipated repetitive needs for supplies or services by establishing 'charge accounts' with qualified sources of supply." The use of Blanket Purchase Agreements under the Federal Supply Schedule Program is authorized in accordance with FAR 13.303-2(c)(3), which reads, in part, as follows:

"BPAs may be established with Federal Supply Schedule Contractors, if not inconsistent with the terms of the applicable schedule contract."

Federal Supply Schedule contracts contain BPA provisions to enable schedule users to maximize their administrative and purchasing savings. This feature permits schedule users to set up "accounts" with Schedule Contractors to fill recurring requirements. These accounts establish a period for the BPA and generally address issues such as the frequency of ordering and invoicing, authorized callers, discounts, delivery locations and times. Agencies may qualify for the best quantity/volume discounts available under the contract, based on the potential volume of business that may be generated through such an

agreement, regardless of the size of the individual orders. In addition, agencies may be able to secure a discount higher than that available in the contract based on the aggregate volume of business possible under a BPA. Finally, Contractors may be open to a progressive type of discounting where the discount would increase once the sales accumulated under the BPA reach certain prescribed levels. Use of a BPA may be particularly useful with the new Maximum Order feature. See the Suggested Format, contained in this Schedule Pricelist, for customers to consider when using this purchasing tool.

21. CONTRACTOR TEAM ARRANGEMENTS

Contractors participating in contractor team arrangements must abide by all terms and conditions of their respective contracts. This includes compliance with Clauses 552.238-74, Contractor's Reports of Sales and 552.238-76, Industrial Funding Fee, i.e., each contractor (team member) must report sales and remit the IFF for all products and services provided under its individual contract.

22. INSTALLATION, DEINSTALLATION, REINSTALLATION

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

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

23. SECTION 508 COMPLIANCE

If applicable, Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT) at the following:

www.dynanetcorp.com

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

24. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES

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

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

(b) The following statement:

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

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

1. SCOPE

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

2. PERFORMANCE INCENTIVES

- a. When using a performance based statement of work, performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements, for fixed price tasks, under this contract in accordance with this clause.
- b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c. 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.
- d. The above procedures do not apply to Time and Material or labor hour orders.

3. ORDERING PROCEDURES FOR SERVICES (REQUIRING A STATEMENT OF WORK)

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

GSA has determined that the prices for services contained in the contractor's price list applicable to this Schedule are fair and reasonable. However, the ordering activity using this contract is responsible for considering the level of effort and mix of labor proposed to perform a specific task being ordered and for making a determination that the total firm-fixed price or ceiling price is fair and reasonable.

(a) When ordering services, ordering activities shall—

(1) Prepare a Request (Request for Quote or other communication tool):

- (i) A statement of work (a performance-based statement of work is preferred) that outlines, at a minimum, the work to be performed, location of work, period of performance, deliverable schedule, applicable standards, acceptance criteria, and any special requirements (i.e., security clearances, travel, special knowledge, etc.) should be prepared.

- (ii) The request should include the statement of work and request the contractors to submit either a firm-fixed price or a ceiling price to provide the services outlined in the statement of work. A firm-fixed price order shall be requested, unless the ordering activity makes a determination that it is not possible at the time of placing the order to estimate accurately the extent or duration of the work or to anticipate cost with any reasonable degree of confidence. When such a determination is made, a labor hour or time-and-materials proposal may be requested. The firm-fixed price shall be based on the rates in the schedule contract and shall consider the mix of labor categories and level of effort required to perform the services described in the statement of work. The firm-fixed price of the order should also include any travel costs or other incidental costs related to performance of the services ordered, unless the order provides for reimbursement of travel costs at the rates provided in the Federal Travel or Joint Travel Regulations. A ceiling price must be established for labor-hour and time-and-materials orders.
- (iii) The request may ask the contractors, if necessary or appropriate, to submit a project plan for performing the task, and information on the contractor's experience and/or past performance performing similar tasks.
- (iv) The request shall notify the contractors what basis will be used for selecting the contractor to receive the order. The notice shall include the basis for determining whether the contractors are technically qualified and provide an explanation regarding the intended use of any experience and/or past performance information in determining technical qualification of responses. If consideration will be limited to schedule contractors who are small business concerns as permitted by paragraph (2)(i) below, the request shall notify the contractors that will be the case.
- (2) Transmit the Request to Contractors:
- (i) Based upon an initial evaluation of catalogs and price lists, the ordering activity should identify the contractors that appear to offer the best value (considering the scope of services offered, pricing and other factors such as contractors' locations, as appropriate). When buying IT professional services under SIN 132—51 ONLY, the ordering activity, at its discretion, may limit consideration to those schedule contractors that are small business concerns. This limitation is not applicable when buying supplies and/or services under other SINs as well as SIN 132-51. The limitation may only be used when at least three (3) small businesses that appear to offer services that will meet the ordering activity's needs are available, if the order is estimated to exceed the micro-purchase threshold.
- (ii) The request should be provided to three (3) contractors if the proposed order is estimated to exceed the micro-purchase threshold, but not exceed the maximum order threshold. For proposed orders exceeding the maximum order threshold, the request should be provided to additional contractors that offer services that will meet the ordering activity's needs. ordering activities should strive to minimize the contractors' costs associated with responding to requests for quotes for specific orders. Requests should be tailored to the minimum level necessary for adequate evaluation and selection for order placement. Oral presentations should be considered, when possible.

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

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

(b) The establishment of Federal Supply Schedule Blanket Purchase Agreements (BPAs) for recurring services is permitted when the procedures outlined herein are followed. All BPAs for services must define the services that may be ordered under the BPA, along with delivery or performance time frames, billing procedures, etc. The potential volume of orders under BPAs, regardless of the size of individual orders, may offer the ordering activity the opportunity to secure volume discounts. When establishing BPAs, ordering activities shall—

(1) Inform contractors in the request (based on the ordering activity's requirement) if a single BPA or multiple BPAs will be established, and indicate the basis that will be used for selecting the contractors to be awarded the BPAs.

(i) SINGLE BPA: Generally, a single BPA should be established when the ordering activity can define the tasks to be ordered under the BPA and establish a firm-fixed price or ceiling price for individual tasks or services to be ordered. When this occurs, authorized users may place the order directly under the established BPA when the need for service arises. The schedule contractor that represents the best value should be awarded the BPA. (See FAR 8.404)

(ii) MULTIPLE BPAs: When the ordering activity determines multiple BPAs are needed to meet its requirements, the ordering activity should determine which contractors can meet any technical qualifications before establishing the BPAs. When multiple BPAs are established, the authorized users must follow the procedures in (a)(2)(ii) above and then place the order with the Schedule contractor that represents the best value.

(2) Review BPAs Periodically: Such reviews shall be conducted at least annually. The purpose of the review is to determine whether the BPA still represents the best value. (See FAR 8.404)

(c) The ordering activity should give preference to small business concerns when two or more contractors can provide the services at the same firm-fixed price or ceiling price.

(d) When the ordering activity's requirement involves both products as well as executive, administrative and/or professional, services, the ordering activity should total the prices for the products and the firm-fixed price for the services and select the contractor that represents the best value. (See FAR 8.404)

The ordering activity, at a minimum, should document orders by identifying the contractor from which the services were purchased, the services purchased, and the amount paid. If other than a firm-fixed price order is placed, such documentation should include the basis for the determination to use a labor-hour or time-and-materials order. For ordering activity requirements in excess of the micro-purchase threshold, the order file should document the evaluation of Schedule contractors' quotes that formed the basis for the selection of the contractor that received the order and the rationale for any trade-offs made in making the selection.

ordering procedures for other services available on schedule at fixed prices for specifically defined services or tasks should use the procedures in FAR 8.404. These procedures are listed in the pricelist, under "Information for ordering activities," paragraph #12.

4. ORDER

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

5. PERFORMANCE OF SERVICES

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

6. INSPECTION OF SERVICES

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

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 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/EC Services.

9. INDEPENDENT CONTRACTOR

All IT/EC 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/EC 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 (Alternate I (APR 1984)) at FAR 52.232-7 applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts (FEB 2002) (Alternate II (FEB 2002)) at FAR 52.232-7 applies to labor-hour orders placed under this contract.

13. RESUMES

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

14. INCIDENTAL SUPPORT COSTS

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

15. APPROVAL OF SUBCONTRACTS

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

16. DESCRIPTION OF IT SERVICES AND PRICING

a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 132-51. IT 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 Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices.

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

17. DYNANET CORPORATION - DESCRIPTION OF IT SERVICES AND PRICING

DYNANET offers Information Technology Professional Services that cover life cycle professional support of customer requirements primarily in the areas of voice and data telecommunications. Services provided cover the continuum of situations including:

Needs Analysis

Technology Situation Audit

Technology Planning

Systems and Platform Design

Systems Design and Procurement

Systems Implementation and Support

Technology Refreshment

Integration of Systems and Platforms

Technology Migration Planning

System/Platform Customization

Cost/Benefit Analysis

Network Design

Network Management

Network Analysis

Technical Staffing

Technical Recruiting and Placement

Telecommunications Project Management

Telecommunications Equipment/System Installation and Service

18. Dynanet Corporation Job Description by CLIN

CLIN 01: ADMINISTRATION SPECIALIST

Functional Responsibility: Provides administrative support to Information Technology organizations. Examples of support include: technical transcribing, editing of word processing and other computer-based manuscripts, integration of various sources into a cohesive product, preparation of graphical and narrative presentation material, assistance with maintenance of cost-related documents and other files, preparation of correspondence, maintenance of schedules, and travel coordination. Supports the development of contract deliverables and reports by ensuring adherence to schedules, updating materials, and enhancing the quality and usability of documents. Integrates generated graphics into deliverables using word processing and desktop publishing tools.

Minimum/General Experience: Minimum of one year administrative experience including use of related products, tools, systems and office automation equipment. Experience will demonstrate the ability to identify and resolve common administrative problems and to escalate complex problems to the appropriate administrative, technical, or management level.

Minimum Education: One year of college or technical school coursework covering relevant subjects such as business, computer technology, and management.

CLIN 02: ADMINISTRATION SPECIALIST (SENIOR)

Functional Responsibility: Provides administrative support for Information Technology organizations. Support services may include: technical documentation, proofreading, technical editing of word processing and other computer-based documents, integration of various sources into a cohesive product which may be delivered as paper documents, on magnetic media, or as electronic documents. Prepares graphical and narrative presentation material. Assists in the preparation of management plans and reports. Coordinates schedules to facilitate completion of proposals, contract deliverables, progress/status reviews, and briefings/presentations. Performs administrative studies and analysis and documents results as required.

Minimum/General Experience: Minimum of two years administrative experience in an information technology support environment. Demonstrated ability to apply knowledge of relevant administrative procedures, tools & technology, and supported systems to identify and resolve most administrative problems and to efficiently escalate highly complex problems to the appropriate technical or management level. Experience will include computer input and report generation.

Minimum Education: Associate degree with coursework in related disciplines such as business, management, and computer technology. Formal training on specific computer tools required by the position.

CLIN 03: ANALYST - APPLICATIONS

Functional Responsibility: Supports analysis and design of information system applications. Conducts service requirements studies and works closely with end users throughout the project development / implementation process. Applies a working knowledge of the technologies necessary to support implementation/upgrade of the specified applications such as: relational database environments, structured analysis, data modeling, information engineering, mathematical model building, sampling, and cost accounting to plan the system. Specifies inputs required by the system, assists in design of the processing steps, and specifies output formats to meet the users' needs. Assists in preparation and execution of test scripts. Prepares cost-benefit and return-on-investment analyses to assist management with system feasibility decisions. Uses verbal and written communications skills for various types of reports and required documentation.

Minimum/General Experience: Minimum one year experience in analysis of applications systems. Good knowledge of word-processing, spread-sheets, database programs and similar business tools. Demonstrated written and oral communications skills. Working knowledge of relevant systems and information technologies. Previous experience with direct customer support is preferred.

Minimum Education: Associate degree in Computer Science or Business required with Bachelor degree preferred. Formal technology certifications (such as Microsoft Product Specialist) may be required for some positions.

CLIN 04: ANALYST - APPLICATIONS (SENIOR)

Functional Responsibility: Provides analysis and design of information systems applications. Duties may include responsibility for overall application design and implementation. Works with users and user groups to specify system functionality and performance requirements and ensures delivery of required performance / functionality in the implemented applications. Applies knowledge of all underlying technologies required to implement the overall system. Applies knowledge of the relevant techniques to accomplish independent validation and verification when IV&V is a requirement of the position. Develops or reviews cost-benefit and return-on-investment analyses and presents the results of these studies to senior management. Uses excellent verbal and written communications skills to produce required documentation and for required oral presentations.

Minimum/General Experience: Minimum seven years of work experience directly related to the responsibilities listed above. Must have at least one year experience supervising a system development team including managing against schedules and quality assurance responsibilities. Some positions will require experience with independent validation and verification. Experience will demonstrate the ability to interface effectively with customers, system implementers and senior management. Experience will include review of developed requirements, monitoring of implementation progress, documentation of technical challenges encountered, presentation of findings and recommendations to senior management.

Minimum Education: Bachelor degree in Computer Science or related field required with preference for candidates with a Master degree. Specific subject matter certifications may be required.

CLIN 05: ANALYST - BUSINESS SYSTEMS

Functional Responsibility: Under general supervision, formulates and defines business system scope and objectives through research and fact-finding combined with an understanding of similar business systems and industry standards. Uses this knowledge to formulate recommendations for development or modification of moderately complex information systems. Responsibilities include analysis of business and user needs, documentation of requirements, and analysis of existing system logic and description of any required changes. Researches and documents the business implications of proposed technology changes to the current business environment. Guides and advises less-experienced Business Systems Analysts.

Minimum/General Experience: At least two years experience as a Business System Analyst performing most of the duties listed above under the direction of more senior Analysts. Work experience will demonstrate competency to work in most phases of business systems analysis.

Minimum Education: Bachelor degree in Computer Science, Business or related field.

CLIN 06: ANALYST - BUSINESS SYSTEMS (SENIOR)

Functional Responsibility: Under general direction, formulates and defines systems scope and objectives based on both user needs and a thorough understanding of applicable business systems and industry requirements. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Includes analysis of business and user needs, documentation of requirements, and translation into proper system requirement specifications. Guides and advises less-experienced Business Systems Analysts. Competent to work at the highest technical level of most phases of systems analysis while considering the business implications of the application of technology to the current and future business environment.

Minimum/General Experience: Minimum of five years experience at the level of responsibility of a Business System Analyst - Intermediate. At least one year in a supervisory role preferred.

Minimum Education: Bachelor degree in Computer Science, Business or related field. MS preferred.

CLIN 07: ANALYST - CLIENT/SERVER SYSTEMS

Functional Responsibility: Under general supervision, supports client-side and server-side components of client-server systems. Designs, tests, and maintains client-side components including personal computer platforms, operating systems, networking capabilities, client software, setup parameters, etc. Assists user-level personnel with client-server-related problems and delivers ad hoc and formal client-server training. Addresses security issues related to client-server systems. Designs and executes pre-distribution test procedures including integration testing of new hardware, systems and modifications. Devises upgrade/rollout schemes and scheduling for client-side equipment, software, and configuration changes. Assists software development personnel with requirements analysis and with determination of server-side hardware and software that will satisfy performance and functionality needs. Assists in formulation and implementation of data storage and reliability provisions including backup-restore capabilities and procedures. Supports research/investigations, analysis, design, testing, and installation of server-side hardware and software. Monitors overall performance of client-server systems and prepares

reports of performance trends with recommendations for any necessary actions to achieve/maintain necessary performance and functionality.

Minimum/General Experience: Minimum of two years direct technical support experience in a client-server environment. Experience must demonstrate knowledge of the products, software, technologies and platforms that will be supported. Experience will also demonstrate the ability to identify and resolve customer problems and to escalate complex problems to the appropriate advanced technical level.

Minimum Education: Formal technology-specific and product-specific training / certifications for the supported systems. Two years of college-level or technical school education in Computer Science, telecommunications, or a related field is preferred.

CLIN 08: ANALYST -COMMUNICATIONS

Functional Responsibility: Under general direction, executes the planning, design, and implementation monitoring of communications networks servicing voice and data transmission needs. Conducts Requirements Analysis and feasibility studies related to communication facilities. Responsible for the assessment and optimization of network design, development of requests for proposal, evaluation of vendor products, and product selection recommendations. Provides leadership, guidance and training to less-experienced communications analysts. Provides expertise in topics such as communications security, traffic engineering, carrier services, premises equipment, and advanced telecommunication capabilities. Produces status/progress reports to communication systems management.

Minimum/General Experience: At least eight years of experience in the telecommunications industry that includes at least three years experience with the products and technologies to be supported. Experience must include responsibility for application of telecommunication engineering principles to PBX systems, private networks (voice and data), copper and fiber distribution systems, adjunct power systems, site preparation, project specification and project scheduling and monitoring.

Minimum Education: Associate degree in a directly related field and appropriate OEM technical certifications on the products and technologies to be supported.

CLIN 09: ANALYST - COMPUTER SYSTEMS

Functional Responsibility: Analyzes requirements for existing and proposed computer systems. Studies issues of workflow, organization and planning, and develops recommendations for appropriate corrective action for identified deficiencies. Under the supervision of more senior analysts, supports development of plans for automated information systems from project inception to conclusion. Assists in problem definition and develops system requirements and solution specifications. Coordinates closely with programmers or engineers to ensure proper implementation of computer system specifications. Develops recommendations for alternative system solutions.

Minimum/General Experience: Minimum two years computer systems experience with duties similar to those stated above. Experience will demonstrate working knowledge of desktop and server computer technologies, operating systems, performance tuning tools, and a variety of utility products and applications specific to the requirements of the position. Work experience must also demonstrate strong

analytical skills, written / oral communication proficiency, and the ability to work efficiently with other technical staff and user personnel.

Minimum Education: Associate degree in Computer Science or related field with product/technology certifications appropriate to the particular position.

CLIN 10: ANALYST - COMPUTER SYSTEMS (SENIOR)

Functional Responsibility: Provides technical guidance for personnel performing software or systems development analysis. As required, conducts research and provides knowledgeable input for project feasibility studies. Provides subject matter expertise during the requirements determination and system specification phases of project planning. May be required to monitor work products for proper function, adherence to the design concept and system specifications, implementation of recognized best practices, and adherence to task schedules. Coordinates with Project/Program Managers and other project staff to ensure that proposed new computer systems and system upgrades are target to validated requirements and projects are appropriately prioritized. Prepares and delivers presentations on system requirements, design concepts and alternative approaches to a variety of audiences. Responsibilities for some positions under this CLIN may include Independent Verification and Validation (IV&V). Duties may include supervision of lower-level Systems Analysts.

Minimum/General Experience: Minimum of five years work experience at the level of a Computer Systems Analyst. Must have at least one year experience supervising a team of systems analysts. Experience must demonstrate the ability to manage against schedules and project specifications. Work experience will validate the ability to interact effectively with customers to define requirements and to supervise / coordinate the efforts of a systems development team. Certain positions under this CLIN require specific IV&V experience.

Minimum Education: Bachelor degree in Computer Science or related field with formal classroom instruction or certification in necessary products and technologies.

CLIN 11: AUDITOR - INFORMATION SYSTEMS

Functional Responsibility: Under general supervision, audits moderately complex new and existing information systems applications to ensure that appropriate controls exist, that processing is efficient and accurate, and that systems and procedures are in compliance with organizational standards and adopted best practices.

Minimum/General Experience: Three years of experience auditing information systems.

Minimum Education: Bachelor degree in Computer Science or a related field.

CLIN 12: AUDITOR - INFORMATION SYSTEMS (SENIOR)

Functional Responsibility: Under general direction, audits the most complex new and existing information systems applications to ensure that appropriate controls exist, that processing is efficient and accurate, and that information systems procedures are in compliance with organizational standards and

adopted best practices. May work in any phase of information system auditing and may be required to supervise the work of other auditors.

Minimum/General Experience: Five years experience auditing information systems.

Minimum Education: Bachelor degree in Computer Science or a related field.

CLIN 13: CONFIGURATION MANAGEMENT SPECIALIST

Functional Responsibility: Supports maintenance of Configuration Management processes. Executes specified procedures in the areas of configuration identification, change control, configuration status accounting and configuration audits. Identifies and maintains the original configuration of requirements documentation, design documentation, and other related documentation. Provides support for configuration change control procedures to ensure that only approved and validated changes are incorporated into product documents and related software. Executes configuration status accounting tasks. Tracks all problems and changes in product documents and reports changes and current configuration. Supports configuration audits by following procedures to verify that requirements of all baselines have been met. Executes quality assurance process audit tasks.

Minimum/General Experience: Two years of Configuration Management experience that demonstrates working knowledge of applicable information system technologies and issues such as network infrastructures, server systems, desktop computers, software and software licensing. Work experience must highlight required analytical abilities and good oral and written communications skills.

Minimum Education: Associate degree in computer science or related field. Training or certification in the necessary configuration management concepts and tools.

CLIN 14: CONFIGURATION MANAGEMENT SPECIALIST (SENIOR)

Functional Responsibility: Overall responsibility for Configuration Management planning and execution. These responsibilities include oversight for configuration identification, change control, configuration status accounting and configuration audits. Ensures that identified CM system problems are corrected and tracks execution of planned and approved changes to verify completion per the established schedule. Tracks and reports execution of quality assurance process audits. Supervises the work of other Configuration Management personnel.

Minimum/General Experience: Six years of Configuration Management experience. This experience must demonstrate adequate knowledge of controlled information system products and technologies and the ability to identify important configuration elements for those products and technologies. The work history must demonstrate the analytical abilities and oral/written communications skills necessary to succeed in the requirements of the position.

Minimum Education: Bachelor degree in Computer Science or related field. Formal training/certification in technologies and products placed under configuration management control.

CLIN 15: CONSULTANT - INFORMATION SERVICES

Functional Responsibility: Leads major portions of large or medium projects, and leads small projects autonomously. Provides highly technical and specialized solutions to complex IT problems. Performs analyses and studies and prepares reports; Gathers facts through research, interviewing, surveys, etc. analyzes the client's business, draws conclusions, prepares final reports and gives presentations. Uses in-depth consultative skills and business knowledge to practice business objectives and processes.

Minimum/General Experience: Three (3) or more years of network systems integration or related technical experience with a Bachelor degree in Computer Science or related field. Master degree in Computer Science preferred. Knowledge of networking and telecommunications including network management systems. Excellent planning, organizational and communications skills. Demonstrated interpersonal skills and experience in customer service. Previous supervisory or management experience preferred.

Minimum Education: Bachelor degree in Computer Science, Business or related field. Master degree in Computer Science preferred.

CLIN 16: DATABASE ADMINISTRATOR

Functional Responsibility: Performs database administration and management functions including: database loading, notion, data dictionary development, table development, data conversion, and system performance tuning and operations. Facilitates database inquiries involving SQL or other query languages in a client-server environment. Assists end users in accessing and effectively using database.

Minimum/General Experience: Minimum of three years of work experience related to management and administration of relational databases. Demonstrated familiarity with a range of RDBMS software, middleware, best practices, and hardware requirements. Demonstrated competence in all phases of database systems, concepts and methodologies.

Minimum Education: Bachelor degree in Computer Science or related field with formal instruction in relational database systems and tools such as Oracle, PL/SQL, SQL Plus, and client server software.

CLIN 17: DATABASE - DATABASE ADMINISTRATOR (SENIOR)

Functional Responsibility: Performs requirements analysis for and designs, develops and implements relational databases. Supervises database administration and management functions including: database loading, notion, data dictionary development, table development, and system performance tuning and operation. Provides advanced technical support to database administrators and assists users in defining new database structure criteria. Provides assistance with selection and evaluation of hardware, client/server platforms, middleware, management practices, database security and integrity policies, and optimization of existing database systems. Designs database inquiry capabilities. Assists with the resolution of complex database design, performance, and functionality issues. May provide technical leadership for and review the work of less senior Database Administrators.

Minimum/General Experience: Five years of work experience at the level of a Database Administrator including work with relational databases. Demonstrated familiarity with an extensive range of RDBMS

software, practices, hardware and middleware. Experience must demonstrate competence in all phases of database systems, concepts, security, tuning, validation, and methodologies.

Minimum Education: Bachelor degree in Computer Science or related field with formal instruction in relational database systems. MS preferred. Training and certifications in supported database products and technologies.

CLIN 18: DATABASE ANALYST/PROGRAMMER

Functional Responsibility: Under general direction, designs, implements and maintains complex database management systems. Addresses issues such as access methods, response time, device allocation, validation checks, organization, data protection and security, documentation and statistical methods. Includes maintenance of database dictionaries, overall monitoring of standards and procedures and integration of systems through database design. Provides quality oversight for all phases of database analysis and programming.

Minimum/General Experience: Five years of work experience in relational database analysis/programming with at least two years as a lead analyst responsible for reviewing the work of other database analyst/programmer personnel. Experience must demonstrate expertise with RDBMS software, middleware, best practices, and hardware requirements and expert-level knowledge of all phases of database design, concepts, security, tuning, validation, and methodologies.

Minimum Education: Bachelor degree in Computer Science or related field with formal instruction in relational database systems. Direct experience with database products and tools such as Oracle, PL/SQL, SQL Plus, and client server software. Experience with data conversion and data structure conversions.

CLIN 19: DEPLOYMENT MANAGER

Functional Responsibility: Ensures adequate and timely planning for computer and communications hardware and facilities. Prepares engineering plans and site installation technical design packages. Provides analysis and coordination for acquisition and installation of necessary hardware and software. Manages efforts of personnel engaged in facility adds, moves or changes including computer hardware, telecommunications and network facilities (LAN, WAN, voice, video) cabling, environmental and physical security controls, etc. Performs site surveys. Assesses and documents current facilities and systems and provides analysis of user requirements and recommendations for future facilities and configurations.

Minimum/General Experience: Five years experience deploying information technology systems. Demonstrated expert-level knowledge of IT systems installation requirements and sequencing/scheduling of installations. At least one year experience managing IT systems deployment projects. Experience must demonstrate working knowledge of LAN equipment and technologies and campus network topologies.

Minimum Education: Bachelor degree in Engineering Management, Computer Science or related field.

CLIN 20: DEPLOYMENT TECHNICIAN (SENIOR)

Functional Responsibility: Assists in completion of site surveys. Documents current site facilities including network infrastructure, environmental controls, and physical security provisions. Follows engineering plans and site installation Technical Design Packages. Assists in the development of installation schedules and sequencing. Works on installation team and assists in the preparation of drawings and other installed systems documentation. Remains cognizant of configuration change requests and change approvals at each site. Assists in preparation of site installation and test reports.

Minimum/General Experience: At least six months experience in installation, test and documentation of computer or network facilities and systems.

Minimum Education: Formal training in products and technologies supported in the network/computing /telecommunications environment.

CLIN 21: DEPLOYMENT TECHNICIAN

Functional Responsibility: Supervises site surveys and organizes / directs installations of computer and network / telecommunication facilities. Assesses and documents current site configuration and user requirements. Directs and leads preparation of engineering plans, drawings, and site installation Technical Design Packages. Develops installation schedules and sequencing. Mobilizes installation team. Ensures proper tracking of configuration change requests, change approvals, and changes at each site, and provides recommendations regarding change approvals. Prepares site installation and test reports. Coordinates post-installation operations and maintenance support.

Minimum/General Experience: Three years of work experience related to deployment of information technology systems. This experience must include demonstrated success in managing against schedules and performing quality control management and verification.

Minimum Education: Associate degree in Engineering Management, Computer Science or other related field.

CLIN 22: DISASTER RECOVERY & COOP - ANALYST

Functional Responsibility: Performs research and analysis and delivers recommendations related to the security and integrity of assigned electronic data, data systems, and data networks. Contributes to the design of disaster recovery policies, standards, guidelines, training programs and related quality assurance processes using knowledge of business processes, management structures, and technology programs/platforms. Works with other IT professionals in risk assessment efforts used in the development of business recovery strategies. Drafts procedures for identifying failures and invoking contingency plans, creates response procedures, and identifies critical communication channels. Participates in the design and review of testing for software, data systems and data networks to insure that the integrity and security of all electronic data and data systems are adequately protected. Facilitates the preparation of an organization-wide business resumption plan and assures that the plan adequately addresses the organization's specific recovery requirements.

Minimum/General Experience: Three years experience in work directly related to disaster recovery planning and analysis.

Minimum Education: Bachelor degree in Computer Science or related field required.

CLIN 23: DISASTER RECOVERY & COOP - SPECIALIST

Functional Responsibility: Works with other IT professionals to assure the security and integrity of assigned electronic data, data systems, and data networks. As directed, provides support for the development of emergency management and business recovery plans. May be a member of emergency response teams responsible for execution of recovery procedures. Assists in disaster recovery test procedures and provides observations and recommendations related to the practicality and efficiency of disaster recovery plans and structures. Provides direct support for implementation and maintenance of disaster recovery and business continuity provisions. Ensures consistent execution of established procedures such as systems backup, off-site backup storage and retrieval, remote data mirroring processes, and maintenance of alternate-site operations capabilities. Ensures adherence to disaster recovery-related quality assurance procedures and may be tasked to support related training efforts.

Minimum/General Experience: One year of experience in disaster recovery or business continuity support.

Minimum Education: Associate degree in computer science or related field. .

CLIN 24: DOCUMENTATION - SPECIALIST

Functional Responsibility: Under general supervision, is responsible for preparing and/or maintaining systems, programming, and operations documentation, procedures, and methods including user manuals and reference manuals. Maintains internal documentation libraries. Provides or coordinates special documentation services as required. Reviews the work of other documentation professionals and may act as project leader for large documentation efforts.

Minimum/General Experience: Five years experience in technical writing/documentation with emphasis on IT-related work.

Minimum Education: Associate degree including concentrations in computer science and English.

CLIN 25: DOCUMENTATION - TECHNICAL WRITER

Functional Responsibility: Gathers, analyzes, translates and composes technical information into clear, readable documents to be used by technical and non-technical personnel. Composes technical documents including, user's manuals, training materials, installation guides, proposals, and reports. Edits functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents. Conducts research and ensures the use of proper technical terminology.

Minimum/General Experience: Two years experience in a technical services role and one year experience in technical writing/documentation. Experience will demonstrate the skills necessary to produce the type and quality of documents or training materials required by the specific position.

Minimum Education: Associate degree in English or an appropriate technical discipline. Bachelor degree preferred.

CLIN 26: ENGINEER -COMMUNICATIONS/NETWORK

Functional Responsibility: Provides support in the translation of business requirements into telecommunications/networking requirements (e.g., LAN, MAN, WAN, Voice and Video). Provides engineering analysis of telecommunications/ networking alternatives for agencies in support of their modernization/enhancement goals for communications infrastructures. Provides communication systems interface support to end users, telecommunications/network operations personnel, and program management. Provides technical advice and formulates recommendations regarding communication system specifications and procurement documentation. Assists in the installation and testing of communication infrastructure components.

Minimum/General Experience: Two years direct experience with cable infrastructure, telecommunications and LAN environments including installation of communication infrastructure. Experience must demonstrate familiarity with the equipment and procedures used to properly test telecommunication and network infrastructure and knowledge of communication system fault isolation and fault correction. Must be able to lift 50 lbs.

Minimum Education: Appropriate technical training in installation, test, repair and documentation of applicable voice/data communication systems. Demonstrated knowledge of telecommunications and network technologies and OEM certification in the relevant telecommunications and networking equipment and software. Knowledge of EIA/TIA standards for color code assignments of copper cable plant.

CLIN 27: ENGINEER - SOFTWARE

Functional Responsibility: Assists in development or modification of software applications. Assists with requirements analysis, design, coding, benchmark testing, debugging, and documentation of programs. Familiar with common software development tools and techniques and with best practice software design principals. Assigned application tasks may include utility programs, job control language, macros, or program modules. Works with and receives guidance from more senior software engineers.

Minimum/General Experience: One year experience in areas such as software requirements definition, design, coding, testing, or deployment. Experience must demonstrate working knowledge of modern software design paradigms, software development tools and software development best practices, analytical skills, and oral, / written communications ability.

Minimum Education: Associate degree in Computer Science or related field.

CLIN 28: ENGINEER - SOFTWARE SYSTEMS (SENIOR)

Functional Responsibility: Under general direction, formulates and defines specifications for complex software applications or modifies/maintains existing complex applications.. Oversees design, coding, test, debugging, and documentation of applications using expert knowledge of applicable best practices and development tools. May have overall responsibility for major software systems with complex integration requirements and functions such as sophisticated file maintenance routines, direct interfaces to telecommunications or network facilities, accounting systems, or advanced mathematical/scientific packages. This labor category works at the highest level of technical sophistication and on all phases of software development including integration of security requirements. Evaluates proposed new and existing software products for suitability. May review the work of other software engineers.

Minimum/General Experience: Six years experience at the level of an intermediate software engineer. This experience must demonstrate knowledge of accepted software development best practices, development tools and languages, development of systems interfaces, integration of security features, software test procedures, and system documentation. This position may require experience in specific computer platforms and operating systems or in the development of systems for specific subject matter applications. Other possible experience requirements are in the areas of web development tools and technologies, process control applications, workflow systems, etc.

Minimum Education: Bachelor degree in Computer Science or related field. Master degree in Computer Science preferred.

CLIN 29: ENGINEER - SYSTEMS

Functional Responsibility: Assists in designing, installing, operating, maintaining, administering, and documenting information technology systems. May include responsibilities such as integration of computer support systems with network / telecommunications systems, design and implementation to satisfy security requirements, human/systems interface design, and performance tuning. Handles moderately complex aspects of systems operation, maintenance and administration. Interacts with system users and assists in problem identification, analysis and resolution. Contributes to necessary

system documentation efforts and assists other professionals to assure that system documentation is accurate, complete, and current. Follows organizational and accepted best practice guidelines regarding documentation, security, and operational practices. Analyzes and resolves simple to moderately complex system problems related to hardware, software, configurations and integration of various system components. Assists in the installation of information system hardware. Observes performance and problem trends and reports observations to technical management.

Minimum/General Experience: Two years experience in work similar to the duties described above. This experience must demonstrate working knowledge of computer platforms, operating systems, network technologies, security issues, performance tuning, system integration and monitoring tools. Specific positions in this category may require experience with particular hardware platforms, applications or technologies. Able to lift 35 lbs.

Minimum Education: Associate degree in Computer Science or a related field. Bachelor degree preferred. Certifications in particular technologies or products may be required for specific positions in this category.

CLIN 30: ENGINEER – SYSTEMS (SENIOR)

Functional Responsibility: Assumes a lead role in design, installation, operation, maintenance, administration, documentation and management of information technology systems. Provides advanced systems support including identification, analysis and resolution of complex system problems. May supervise support teams addressing sophisticated design or complex problem resolution issues. Advises client technical staff and management regarding problem analysis and provides solution recommendations and implementation plans. Provides technical and management leadership for lower level systems engineers.

Designs and supervises efforts for systems requirement determination, solution feasibility studies, system rollout/ implementation plans, and systems retirement.

Minimum/General Experience: Three years experience at the level of a Systems Engineer Level II. This experience must demonstrate detailed knowledge of applicable technologies, products, and relevant best practices. Experience must also demonstrate the technical judgment, analytic ability and leadership skills required to fulfill the listed responsibilities.

Minimum Education: Bachelor degree in Computer Science or a related field. Master degree preferred. Product/technology training or certifications may be required for particular positions in this category.

CLIN 31: ENGINEER - TELECOMMUNICATIONS

Functional Responsibility: Under general supervision, responsible for moderately complex engineering and/or analytical activities associated with technical telecommunications functions (e.g., requirements analysis, system design, selection of premises equipment, integration with provider networks, installation & testing, operations & user support).

Minimum/General Experience: Four years experience in design, installation, repair and maintenance of telecommunications switching systems and integration with telecommunications provider services:

Experience in the application of cable plant color codes and telecommunication test procedure. Direct experience with telecommunications switching systems and premises equipment and interaction with provider network personnel for fault isolation and fault correction.

Must be able to lift at least 35 pounds.

Minimum Education: Associate degree in an information technology field. Product / technology training and certifications applicable to the supported telecommunications environment.

CLIN 32: ENGINEER - TELECOMMUNICATIONS (SENIOR)

Functional Responsibility: Under general direction, responsible for complex engineering and/or analytical tasks and activities associated with telecommunications network design, engineering, implementation, or operations/user support. Responsible for overall telecommunication system concept development and planning. Oversees engineering analysis of hardware, software, transmission and integrated systems as well as private networks. Develops performance criteria and performs engineering analysis of existing systems and networks. Identifies user requirements and feasible solutions to those requirements based on relevant existing technologies, emerging technologies, budget considerations, and operational issues. Designs and recommends system solutions, migration and modifications consistent with meeting the user's needs and optimizing both value and performance. Oversees telecommunication implementation projects. Provides advanced technical liaison between the customer, the company and OEMs in the implementation of sophisticated systems or to address complex problems. Reviews the work of lower level telecommunication professionals and provides technical and management leadership for telecommunication support teams.

Minimum/General Experience: Four years experience at the level of a Telecommunications Engineer. Experience must demonstrate the ability to apply sound engineering principles and accepted engineering best practices to design and implementation of sophisticated telecommunications components such as PBX systems, private networks (voice and data), copper and fiber distribution systems, monitoring systems, and adjunct power systems. Experience must also include project planning and scheduling, site preparation, and supervision of telecommunication systems project execution.

Minimum Education: Bachelor degree in engineering, Information Technology or a related field. Product/technology training and certifications appropriate to the supported telecommunications environment including certification in at least one major brand of telecommunications premises equipment.

CLIN 33: ENGINEER - TEST

Functional Responsibility: Performs formal system testing activities under supervision of more experienced test personnel. Assists in creation of test scenario data (or other types of testing inputs), test scripts, and setup parameters using knowledge of the tested system, its intended functional abilities, security requirements, and user expectations. Assures proper execution of test procedures defined by test cases and test scripts. Collects test result data, test environment conditions, etc. Documents test results using the specified forms. Contributes to selected phases of risk management including research to identify potential system weaknesses / vulnerabilities. Supports the analysis of test results and the creation of test reports.

Minimum/General Experience: Three years experience providing information technology services. Experience must demonstrate familiarity with the types of hardware, software and technologies to be supported and the analytical skills required to assist in the design, execution and analysis of testing for Information Technology systems. Test automation tool experience is a plus. Experience must also demonstrate verbal and written communication skills adequate to produce accurate and coherent test procedure documentation and test reports.

Minimum Education: Associate degree in computer science or related field.

CLIN 34: ENGINEER - TEST (SENIOR)

Functional Responsibility: Subject matter expert supports testing requirements of complex new and existing hardware/ software systems. Directs or participates in all phases of testing including vulnerability assessment, user requirements analysis, and test planning and test scenario design and test tools selection. Reviews and approves test plans including verification that test plans address all functional / performance requirements, applicable agency & industry standards, and that test scenarios reflect likely operating conditions. Assumes overall charge of test execution in accord with established schedules. Responsible for review and approval of test reports and for accurate and timely delivery of test results to appropriate stakeholders. Assures that testing is appropriately integrated with overall system development plans and does not become a development bottleneck.

Minimum/General Experience: Four years experience at the level of an Intermediate Test Engineer. Experience must demonstrate the needed knowledge of test plan development, test execution and test result analysis and reporting. Experience must also show the required expert-level knowledge of the information technologies and systems that are required to devise and ensure adequate testing of those systems. Experience with automated test tools and techniques will be required for certain positions within this labor category. In order to communicate effectively with other IT professionals and management, this labor category requires experience showing excellent verbal and written communication skills.

Minimum Education: Bachelor degree in Computer Science or a related field.

CLIN 35: FUNCTIONAL ANALYST

Functional Responsibility: Analyzes customer/mission needs to determine information system functional requirements. Performs functional analysis to identify required tasks and their interrelationships. Applies knowledge of related technologies and best practices to translate organizational requirements to required resources, structures and processes. Applies knowledge of functional requirements and existing support infrastructures to assist systems integration efforts.

Minimum/General Experience: Two years experience in an information technology support position that includes customer support and requirements analysis duties.

Minimum Education: Associate degree in Computer Science or a related field.

CLIN 36: FUNCTIONAL ANALYST (SENIOR)

Functional Responsibility:

Analyzes user needs to determine functional and cross-functional requirements. Performs functional allocation to identify required tasks, processes, resources and the interrelationships of these elements. Applies expert knowledge and experience in the subject systems and their related technologies to determine integration requirements and to produce detailed integration plans. Reviews the work of other professionals and may direct the activities of functional analysis teams.

Minimum/General Experience: Four years of Information Technology work experience including two years at the level of a Functional Analyst.

Minimum Education: Associate degree in Computer Science or related field. Bachelor degree preferred.

CLIN 37: GRAPHICS SPECIALIST

Functional Responsibility: Responsible for graphics design and use, setup and operation of computer graphic support tools for business communications. Executes graphic projects and assists in coordination of all graphic production scheduling. Coordinates production support with outside vendors, as needed. Ensures that graphic projects are completed on time, within budget, and to user's satisfaction. Interfaces with users to determine scope of project and the most appropriate graphics technologies and tools. Trains other personnel in proper use of computer graphics support tools. Troubleshoots computer equipment problems and performs minor preventive maintenance. Produces management reports regarding project scheduling and status.

Minimum/General Experience: One year experience working directly with computer graphics tools and technologies including experience producing graphics products against established schedules. Experience should include direct interaction with graphics customers.

Minimum Education: Associate degree in computer graphics or a closely related field. Bachelor degree preferred

CLIN 38: GROUPWARE SPECIALIST

Functional Responsibility: Responsible for the implementation, maintenance, and support of organization messaging systems. May work closely with first-tier support staff to solve groupware-related system problems. Ensures smooth integration of all groupware systems in a communications environment. Provides technical support on local groupware replication and client access issues. Prepares documentation in accord with organizational standards to facilitate maintenance of groupware resources. May serve as an internal consultant to developers, assisting them in the area of server supports, security, ID files, and other development issues. Applies knowledge of WANs, LANs, and telecommunication concepts as they relate to groupware system and issues such as database replication.

Minimum/General Experience: Three years experience in an Information Technology position including at least two years experience supporting groupware systems. Experience must include providing direct groupware user support.

Minimum Education: Associate degree in a related field.

CLIN 39: HARDWARE - INFRASTRUCTURE IMPLEMENTATION MANAGER

Functional Responsibility: Supervises teams of technical staff in the installation, testing, and documentation of structured wiring systems. Also may supervise the activities of network installers in projects to connect active electronics to installed infrastructure. Applies NEC and BICSI standards covering cable plant installation and EIA/TIA standards that govern infrastructure installation and electronic performance standards. Performs site surveys and develops infrastructure designs, plans and installation schedules. Responsibilities include definition of site preparation requirements. Analyzes infrastructure test results and assures timely execution of appropriate corrective actions as needed. Works on ladders and in underground cable pathways. Executes copper, fiber optic cable, and wireless equipment test procedures.

Minimum/General Experience: Three years experience installing copper and fiber optic cable, or wireless communications infrastructure. Experience in terminating cable at each end in compliance with OEM specifications or recognized industry standards. Assures adherence to color code, EIA/TIA, BICSI, and NEC. Supervises technicians engaged in wired and wireless infrastructure implementation projects. Applies working knowledge of LAN and campus network topologies to verify appropriate connections and configurations. Experience in documentation of wired and wireless communications infrastructure.

Minimum Education: Formal training or certifications in cable plant layout, wireless communications equipment installation and configuration, and communications test procedures. Training in technologies such as FDDI, TCP/IP, LAN/WAN topologies and CAD may be required depending on the particular position. For certain positions, formal training or certification may be required in areas such as Electronic Industries Alliance (EIA) / Telecommunications Industry Association (TIA) standards, or the National Electric Code (NEC). Some positions require BICSI certification as a Registered Communications Distribution Designer (RCDD).

CLIN 40: HARDWARE - SPECIALIST

Functional Responsibility: Reviews computer systems with respect to machine capabilities and man-machine interface. Conducts studies and prepares reports and recommendations regarding hardware suitability. Working with other IT professionals, prepares functional requirements and specifications for hardware acquisitions. Ensures that problems have been properly identified and that solution alternatives have been developed to satisfy the user's requirements. Develops procedures and schedules for minimum-impact implementation of hardware installations and upgrades. Prepares engineering plans and site installation Technical Design Packages. Follows organizational standards regarding documentation of hardware systems. Creates and implements test procedures to verify proper function of installed hardware. Works with other technical specialists to isolate and correct hardware-related faults.

Minimum/General Experience: Three years experience in fields such as server systems, personal computers, cable and wireless data communication infrastructures and LAN/WAN environments. Must be familiar with the procedures used to test computer and network infrastructures to identify the source of faults. Experience in minimum-impact hardware fault correction and strong experience with information systems hardware appropriate to the hardware environment to be supported. Must be able to lift at least 50 pounds.

Minimum Education: Formal training in specific IT products and technologies appropriate to the information system environment to be supported.

CLIN 41: HELP DESK COORDINATOR

Functional Responsibility: Under general direction ensures timely and efficient processing of reported Help Desk problems and requests. Leads Help Desk operations through application of best practices regarding problem recognition, research, problem isolation, resolution, and follow-up. Allocates available Help Desk resources for maximum operational efficiency. Provides guidance for less-senior Help Desk personnel. Prepares and presents Help Desk status reports to senior management.

Minimum/General Experience: Five years experience with Help Desk operations including at least two years of specific experience with the supported Help Desk platform. Demonstrated experience in the application of advanced technical knowledge to identify and resolve customer information system problems including experience in efficient problem escalation procedures.

Minimum Education: Associate degree in Computer Science or a related field. Documented training on the supported products and technologies.

CLIN 42: HELP DESK - CUSTOMER SERVICE REPRESENTATIVE

Functional Responsibility: Provides technical and administrative assistance to Help Desk customers. Uses product and technology expertise to respond to user questions, system administrative requests and to resolve identified system/operational problems. Uses tools such as on-line knowledge bases to improve problem resolution success. Exercises interpersonal skills to assist customers in identifying, correcting and/or reporting system performance or functionality problems. Provides initial technical support to expedite fault correction.

Minimum/General Experience: One year of direct technical support experience demonstrating knowledge of the supported products, systems and platforms. Experience must show the ability to identify and resolve customer problems and to escalate complex problems to an advanced technical or management level.

Minimum Education: Technical training/certification in the supported information system products or technologies. Some college-level education in Computer Science or a related field is preferred.

CLIN 43: HELP DESK - CUSTOMER SERVICE REPRESENTATIVE (SENIOR)

Functional Responsibility: Provides advance technical advice and product support in a Help Desk environment. Responsibilities may include gathering and reporting Help Desk experience data to assist in system planning. Provides 2nd-level (more advanced) Help Desk assistance and addresses more complex product and system problems. Applies knowledge and experience to make problem escalation decisions. Exercises interpersonal skills to assist customer in identifying, correcting and/or reporting system and equipment performance problems. May use Help Desk remote access tools to diagnose/resolve desktop problems. May provide guidance for and review the work of less senior Help Desk support staff.

Minimum/General Experience: Two years experience at the level of a Help Desk Customer Service Representative. Experience must show the advanced product and system knowledge necessary to perform the duties of this labor category, and the expertise required to provide technical guidance to more junior Help Desk staff.

Minimum Education: Associate degree in computer science or a related field. Formal technical training or certifications in the important products and technologies supported by the Help Desk.

CLIN 44: HELP DESK - MANAGER

Functional Responsibility: Provides daily supervision and direction to Help Desk personnel responsible for phone, desk-side and remote-access user support. Provide guidance and expertise to more junior Help Desk personnel in technologies including e-mail, LAN/WAN, directories, standard desktop applications, file and printer shares, backup/restore procedures, hardware diagnosis/repair, Internet access/browser issues, security-related software and configurations, etc. Schedules staff rotations and ensures that Help Desk personnel receive appropriate training. Presents Help Desk performance reports to management and produces recommendations for improved Help Desk operations.

Minimum/General Experience: Five years experience at the level of a Senior Customer Service Representative or Help Desk Technician. Experience must demonstrate the ability to apply advanced technical knowledge to identify and resolve customer problems and to appropriately escalate complex problems. Experience must also show excellent communication ability both with system users and Help Desk support personnel.

Minimum Education: Associate degree in Computer Science or a related field. Bachelor degree preferred. Formal technical training in supported products and technologies.

CLIN 45: NETWORK - ADMINISTRATOR

Functional Responsibility: Monitors Local Area Networks, Wide Area Networks, and network-associated services for performance, security and availability. Detects performance, security and availability issues and reports those issues to network, systems, or security managers as appropriate. Executes valid network configuration change requests including configuration changes to network attached servers and network-available services. Responsibilities may include password changes and resets, restoration from backup media for email, user data, database files, desktop software, configuration files, etc. Assists with desktop hardware/software inventory projects. Assists users in accessing network-available services.

Minimum/General Experience: Three years experience in network-related duties similar to those described above. Work experience must demonstrate good working knowledge of network configuration, products to be supported, and the relevant network-available services. Experience must include documentation of network systems and configurations, and direct customer support for information technology systems. Experience with diagnostics showing the ability to identify and resolve customer problems is highly desirable.

Minimum Education: Associate degree in Computer Technology, Information Systems or related field.

CLIN 46: NETWORK – ADMINISTRATOR (SENIOR)

Functional Responsibility: Provides configuration and management of network-available services. Assures appropriate monitoring of network performance, initial analysis of network performance anomalies, and prompt problem notification to network maintenance personnel. Handles network account modification/maintenance requests from the Help Desk. Monitors operation of network resources such as file and printer shares, Internet access, anti-virus systems, intrusion detection / intrusion prevention systems, network available storage and on-line desktop backup/restore facilities. Notifies appropriate support personnel when anomalies in these systems are detected. Performs initial fault isolation for LAN/WAN issues identified by the Help Desk or applications support personnel. Configures network switch VLANs to support performance and security requirements. Identifies problem patterns and trends and recommends solutions to improve network management and assist in the network planning process. Provides technical guidance to other network professionals and may review the work of less senior network technical staff.

Minimum/General Experience: Six years experience in the product and technology areas implied by the duties listed above including knowledge of hardware and software diagnostics and the ability to identify and resolve customer problems effectively. Experience must show excellent oral and written communication skills including experience in system documentation.

Minimum Education: Associate degree in Computer Technology or a related field. Bachelor degree preferred

CLIN 47: NETWORK - INSTALLER

Functional Responsibility: Provides installation, testing, and documentation of network system infrastructure and active electronics components including: concentrators, hubs, routers, servers, network interface cards, and network-attached end-user hardware. Configures, tests and certifies the network as being ready for use. Performs direct physical fault isolation to correct service interruptions and performance issues, and provides assistance to other team members in installing complex networks, campus-based networks and WANs. Follows guidance on complex problems and issues but can work independently on most well-specified network component installation and configuration projects.

Minimum/General Experience: Three years experience configuring and installing network-attached end-user devices (such as PCs, print servers, storage servers, etc.), cable/wireless infrastructure and active LAN components. Experience must show familiarity with network certification test procedures, fault

isolation methods, repair/replacement of failed network components, and documentation of network configurations.

Must be able to lift at least 50 pounds.

Minimum Education: Technical training in network technologies and products necessary to perform the installation, configuration, test and documentation of networks and network-attached devices described above, and EIA/TIA standards for color code assignments of copper cable plant. Relevant OEM certification in network technologies and products is highly desirable.

CLIN 48: NETWORK – INSTALLER (SENIOR)

Functional Responsibility: Provides supervision of personnel assigned to perform installation, testing, and documentation of network system infrastructure active electronics components including: concentrators, hubs, routers, servers, network interface cards, workstations and network-attached end-user hardware. Configures Local Area Networks, Wide Area Networks, and computer components for user systems. Hands-on and supervisory responsibility for configuring, testing and certifying networks as ready for use. Oversees direct physical fault isolation to correct service interruptions and performance anomalies and provides supervision to other team members in installing complex networks, campus based networks and WANs. May serve as the primary site contact with the customer and coordinates vendors, staff and subcontractors to assure efficient and effective network implementation and modification. Manages team efforts against established budgets and schedules. Uses judgment and experience to appropriately escalate complex technical problems to senior technical personnel and substantial operational issues to senior management.

Minimum/General Experience: Five years experience with network-attached end-user hardware, cable infrastructure, LAN and WAN environments. Must have at least one year of supervisory experience. Work experience must demonstrate knowledge of and adherence to cable color code, familiarity with network test procedures, fault isolation methods, and the ability to diagnose and repair or replace failed network components. Must also have experience managing team efforts against established budgets and schedules.

Must be able to lift at least 50 pounds.

Minimum Education: Associate degree in Computer Science or Network Technology and appropriate certifications or formal education in the relevant network technologies and products.

CLIN 49: NETWORK OPERATIONS MANAGER

Functional Responsibility: Oversees network control center operations including supervising maintenance of hardware system and installation / update of associated software. Supervises network monitoring for availability and performance and ensures appropriate responses to network outages and performance degradation. Maintains appropriate configuration of network security systems to assure the integrity and confidentiality of data according to organizational standards. Coordinates and consults as necessary with subject matter experts and schedules expert vendor personnel for maintenance, repair, and upgrade operations. Assures that stakeholders and support personnel are kept appropriately informed regarding network status and planned network events. Assists in the scheduling of network-impacting activities to minimize disruption of services. Provides guidance/direction to network operations

personnel and evaluates network staff performance. Performs technical analysis of complex network issues using appropriate diagnostic tools. Evaluates network-related hardware and software and provides recommendations regarding suitability of those items to satisfy established functionality, performance, and availability specifications. Supports network engineers and analysts in network integration and test projects and in the collection of network-related data for use in network planning and design.

Minimum/General Experience: Six years of experience in operations / management of network or telecommunications systems and infrastructures with duties similar to those stated above. Experience must include at least three years experience in the application of network/telecommunication principles to systems such as PBX systems, private networks (voice and data), copper and fiber distribution systems, security systems such as access control systems and firewalls, VLANs configured for security purposes, adjunct power systems, site preparation, project definition, scheduling, and analysis. Experience must demonstrate the ability to interact effectively with other network professionals, to produce complete and accurate reports and other required documentation, and to guide operations to meet established performance requirements.

Minimum Education: Associate degree in Computer Science or a closely related field. Bachelor degree preferred. Formal training or certification in network technologies or products to be supported may be required.

CLIN 50: OPERATIONS – COMPUTER SYSTEM ADMINISTRATOR

Functional Responsibility: Assists in the administration of computer system operations including mainframe, server systems, web servers, database servers, etc. Assists with operating system and application software configuration, backup-restore procedures, performance tuning, and system and application upgrades. Monitor's system performance and availability and assists in fault diagnosis and mitigation. Collects system operation data for use in resource utilization studies, capacity analysis and planning. Provides assistance to users in accessing and using central computer resources.

Minimum/General Experience: Two years experience in information systems operations including duties similar to those described above. Direct information technology customer support experience is highly desirable. Particular positions in this labor category may require formal training or certification in relevant technologies or products.

Minimum Education: Formal training or certification in the information system technologies relevant to the particular position. Associate-level degree in Computer Technology or related field is desirable.

CLIN 51: OPERATIONS – COMPUTER SYSTEMS OPERATOR

Functional Responsibility: Supports information system management operations including mainframe, server systems, web servers, database servers, on-line storage systems, backup devices, IT facilities including UPS and environmental controls. Performs routine operating system and application software parameter adjustments, ensures execution of backup-restore procedures and transport of media stored off-site, assists with system and application upgrades, coordinates with vendor personnel for hardware/software installs and upgrades. Monitor's system performance and availability, maintains operations logs, and notifies users of scheduled and unscheduled service disruptions or performance

problems. Ensures that the appropriate systems support staff are informed regarding system performance/availability issues. Assists in collection of system operation data for use in resource utilization studies, capacity analysis and planning. Answers user questions or refers questions to the appropriate subject matter expert. Assists in the movement, placement, and connection of computer systems hardware. Able to lift 35 lbs.

Minimum/General Experience: Two years experience in computer operations with duties similar to those outlined above. Experience must show working knowledge of computer systems management including physical and logical equipment connection and configuration, maintaining an appropriate operating environment, operating systems tools for monitoring and performance adjustment, backup/restore procedures, fault diagnosis and correction. Experience must also include keeping system documentation current, logging faults and correction procedures performed, and coordinating with expert vendor personnel for required maintenance or repairs.

Minimum Education: Formal training or certification in products and technologies in the supported computer systems environment may be required.

CLIN 52: OPERATIONS - TECHNICAL SUPPORT MANAGER

Functional Responsibility: Responsible for technical guidance regarding information systems planning, execution, test and integration.. Monitors overall operations of supported information systems and recommends changes to improve performance or availability. Plans and recommends additional equipment or other system modifications to increase the capacity, functionality, or availability of supported systems. Provides expert input for information system requirements analysis, planning, installation scheduling or test/integration efforts and prepares operational cost estimates for current and proposed projects. Reviews system upgrade proposals and provides expert advice regarding effectiveness and feasibility of the proposals. May manage related outsourcing contracts including assurance of agreed-upon service levels. Directs compilation of records and reports concerning production, system faults, and scheduled or unscheduled maintenance.

Minimum/General Experience: Six years of experience in the management and operation of information technology systems. This experience must demonstrate the ability to identify system problems and issues and to apply advanced technical and product knowledge to the formulation of efficient resolution approaches. Experience must also demonstrate the ability to interact effectively with other technical professionals and to express solution approaches in well-written reports and effective oral presentations.

Minimum Education: Associate degree in Computer Technology or a closely related field. Formal training or certifications in supported technologies and products may be required.

CLIN 53: PROGRAM MANAGER

Functional Responsibility: The Program Manager has overall responsibility for large or complex Information Technology support contracts or contracts involving multiple simultaneous projects. Directs contract efforts so that they remain focused on defined customer requirements and to ensure that efficient approaches are employed to meet those requirements. Assures that efforts address the defined program

scope and that the scope changes do not occur without completion of the appropriate approval processes and formal authorizations. May be responsible for hiring decisions, provision of adequate staff training, and engagement of expert external resources when appropriate. The Program Manager is the customer point-of-contact for high-level contract communications and decision-making, and will ensure that communications with the customer's management officials are prompt and comprehensive. The Program Manager is responsible for prioritization of efforts and allocation of available resources across multiple program tasks to achieve the best utilization of available funds and personnel. Other duties include review of developed specifications for accuracy, completeness and linkage to customer requirements, review of project plans and project security provisions, and evaluation of budget projections and project milestones for realism and feasibility. Responsible for all aspects of program execution and monitoring including labor hours and total funds expended, actual vs. projected completion schedule, performance against quality metrics, and negotiation of change requests.

Minimum/General Experience: Ten years of information systems design, execution and management experience. This experience must demonstrate broad knowledge of Information Technology disciplines and more detailed knowledge of products and technologies important to the specific program. The experience must show excellent planning, organization and communications skills and the ability to work effectively with both customer officials and technical/administrative staff. The Program Manager position requires at least three years of experience in a Project or Program Manager role.

Minimum Education: Bachelor degree in Computer Science or a related field. Master degree preferred. Project Management Professional (PMP) certification is preferred.

CLIN 54: PROJECT MANAGER

Functional Responsibility: Responsible for efficient execution of assigned projects. The Project Manager is the customer's single-point-of-contact for the managed project. The Project Manager has overall project responsibility from project planning through final implementation, documentation, and turnover. Interacts with all stakeholders including, system owners, end-users, technical service providers, security officials, operations staff, and integrated external service providers. Translates project scope and objectives into performance criteria and metrics. Develops detailed work plans, schedules, resource requirements estimates, and status reports. Conducts project meetings and is responsible for project tracking and performance reporting. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Provides project team guidance regarding technical methods, task priorities, and allocation of project resources. Provides project status reporting, performance projections, and analysis of problems encountered to the Program Manager and designated customer Officials. Makes recommendations regarding scope changes, funding level changes, major issues encountered and changes in technical approach.

Minimum/General Experience: Eight years of information systems design, execution and management experience including at least two years in a project management capacity. This experience will demonstrate knowledge of a wide range of Information Technology subjects and in-depth knowledge of the products and technologies to be supported by the subject project. Previous experience will indicate excellent planning, organization and communications skills and the ability to interact effectively with program management, customer officials, and project technical service providers and lower-level

managers. Experience will show the ability to successfully lead implementation teams to satisfy established performance requirements and to meet established project milestones according to schedule.

Minimum Education: Bachelor degree in Computer Science or a related field. Master degree preferred. Project Management Professional (PMP) certification is preferred.

CLIN 55: QUALITY ASSURANCE - ANALYST

Functional Responsibility: Assists with the creation and execution of procedures to ensure that delivered products and services meet organization standards and end-user requirements. Activities may include design and execution of product tests to ensure proper function and freedom from defects. May create sample data for systems/applications testing. Works with Technical Writers and other technical staff to document developed quality assurance procedures, test results, and recommendations for fault correction. Formats and reports results from on-going quality assurance tasks including time / resource projections for completion of tasks referenced to project schedules and cost estimates. Works closely with technical and management personnel to implement minimum-intrusion collection methods for quality-related data. Cooperates with other Information Technology personnel and system owners/users to analyze complex workflows and develop recommendations for quality-related improvements. Translates system requirements into quality criteria, quality metrics, and quality data collection procedures. As required, provides input for acceptance decisions for system implementations.

Minimum/General Experience: Three years of work experience related to Information Technology quality assurance. This experience must demonstrate familiarity with IT principals and quality assurance concepts and implementation methods.

Minimum Education: Associate degree in Computer Science, Industrial Engineering, or a related field.

CLIN 56: QUALITY ASSURANCE - ANALYST (SENIOR)

Functional Responsibility: Provides technical guidance to lower-level quality assurance personnel and leads quality assurance teams. Reviews quality assurance work products including quality criteria and metrics definition, test procedures, data collection processes, and quality-related reports. Participates in and guides quality assurance analysis efforts such as workflow improvement studies and reviews quality improvement recommendations for technical correctness and implementation feasibility. Creates and delivers quality-related presentations to technical managers and customer officials. Tracks and reports the status and progress of quality-related initiatives.

Minimum/General Experience: Five years of work experience as an Information Technology Quality Assurance Analyst. This experience must demonstrate knowledge of QA principals and Information Technology disciplines sufficient to successfully discharge the functional responsibilities listed above. The work experience must also show the ability to work successfully as part of a Quality Assurance team.

Minimum Education: Bachelor degree in Computer Science, Industrial Engineering or a related field. Master degree preferred.

CLIN 57: QUALITY ASSURANCE MANAGER

Functional Responsibility: The Quality Assurance Manager is responsible for directing efforts to assure that delivered Information Technology products and services meet defined quality criteria and customer requirements. The QAM guides establishment of QA systems and procedures and ensures continuing proper operation of those systems and procedures. Other duties include establishing work priorities and allocation of resources for QA tasks, conducting quality-related project reviews, and keeping Program Management informed regarding any program-related quality issues. Provides daily technical direction and supervision for Quality Assurance staff.

Minimum/General Experience: Five years of work experience designing, implementing and operating Information Technology Quality Assurance systems and processes. This experience must include evidence of the ability to work effectively with other technical professionals, to provide guidance to QA personnel and leadership to QA teams, and knowledge of Quality Assurance and information system technologies. The work history must also include at least 1 year of successful experience in a supervisory role.

Minimum Education: Bachelor degree in Computer Science, Industrial Engineering or a related field. Master degree preferred.

CLIN 58: SECURITY ANALYST - INFORMATION SYSTEMS

Functional Responsibility: Under general supervision, conducts analyses and produces recommendations associated with the confidentiality, integrity and availability of the organization's information systems assets. Interacts with system owners and the user community to understand their security needs and develops recommendations for policies, administrative controls, and technical controls to accommodate those needs. Develops recommendations for security-related training to ensure that the user community understands security objectives, security policies, and their role in maintaining a strong security posture. Conducts studies to assess the organization's current security posture in the context of laws, regulations, specific organizational requirements, and accepted best practices. Assists in the preparation of security-related presentations for customer and contractor management.

Minimum/General Experience: Four years of information systems security experience. The required experience must show the working knowledge of information systems technologies, components, and operations necessary to allow successful accomplishment of the responsibilities listed above.

Minimum Education: Bachelor degree in Computer Science, Information Technology, or a related discipline. Some positions will require certifications such as CISSP or training/certification in specific security technologies (e.g. access controls or firewall technologies).

CLIN 59: SECURITY ANALYST – INFORMATION SYSTEMS (SENIOR)

Functional Responsibility: Applies expert knowledge to furnish technical guidance for and to lead efforts to define security practices and systems that ensure the confidentiality, integrity and availability of the organization's data and information systems. Interacts with system owners and the user community to understand their security needs and to develop recommendations for policies, administrative controls,

and technical controls to accommodate those needs. Conducts analyses of the organization's overall security posture and presents findings to management in the context of applicable laws, regulations, specific organizational security needs, government security guidelines (such as the NIST 800 series and DOD Instructions 5200 and 8500), and accepted industry best practices. As required, provides recommendations regarding specific security requirements such as certification & accreditation, secure transmission of information over public networks, data integrity techniques, etc. Applies expertise to questions involving technologies such as user authentication mechanisms, access controls, digital signatures, high-availability systems, and intrusion detection. Evaluates business needs and required security levels, security implementation level-of-effort, and user impacts of the necessary security controls. Effectively presents to management the issues and tradeoffs involved.

Minimum/General Experience: Six years of experience at the level of a Data Security Analyst . The required experience must demonstrate expert knowledge of security-related best practices, technologies, and applicable laws and regulations. This experience will also show the analytical skills, and the ability to prepare and present effective analyses, reports, and summaries to fulfill the responsibilities listed above.

Minimum Education: Bachelor degree in Computer Science, Information Technology or a closely related discipline. Master degree preferred. Some positions will require certifications such as CISSP or training/certification in specific security technologies.

CLIN 60: SECURITY MANAGER – INFORMATION SYSTEMS

Functional Responsibility: Directs and implements the necessary controls and procedures to cost-effectively protect information systems assets from intentional or inadvertent modification, disclosure, or destruction. Provides guidance and direction for implementation of logical and physical security controls and provisions to maintain necessary information availability. Works with personnel such as Security Analysts and other Information Technology professionals to ensure that security systems are functioning properly and are appropriate to the defined needs. Provides reports to management regarding effectiveness of data security systems and makes recommendations for the adoption of new products/policies/procedures. Assigns work to subordinates, monitors performance, and conducts performance appraisals.

Minimum/General Experience: Six years experience in implementation and operation of information systems security facilities. This experience must show the detailed knowledge of security-related aspects of network operating systems, network hardware, desktop and server-side systems, applications software, and security-related systems and equipment necessary to fulfill the responsibilities described above. At least two years of supervisory experience in an Information Technology field is preferred.

Minimum Education: Associate degree in Computer Science, Information Technology, or a related field. Bachelor degree preferred. This position may require demonstrated knowledge, formal training, or certification in specific security technologies or products.

Minimum/General Experience: Three years of experience at the level of an Information Systems Security Specialist. This experience must demonstrate knowledge of IT security practices and procedures,

currently available security tools, implementation of hardware/software security products, and general knowledge of relevant information system technologies to successfully fulfill the listed responsibilities.

Minimum Education: Specific formal training or certification in security-related technologies or products may be required for this position.

CLIN 61: SOFTWARE - DEVELOPER

Functional Responsibility: Under general supervision, follows design specifications and applies software development best practices to code, test, and document new software modules or enhancements to existing software. When necessary, works with other technical professionals to resolve software functionality or performance issues. Creates software interfaces or uses existing standard interfaces to external systems as required. Assists in development of software user manuals or technical manuals for the developed modules. Responds to requests for minor module changes or bug fixes, assists in the testing of these changes, and documents all changes in accord with organizational policy.

Minimum/General Experience: Two years of experience in software development including coding and testing. Experience must show expertise in the relevant programming languages and development platforms, knowledge of standard application interfaces, and the ability to understand and implement design specifications. Experience must also indicate the ability to contribute effectively to the production of software documentation including user or technical manuals

Minimum Education: Bachelor degree in Computer Science or a closely related field.

CLIN 62: SOFTWARE - DEVELOPER (SENIOR)

Functional Responsibility: The Senior Software Developer applies expert-level knowledge of programming languages and platforms, software development best practices, software performance factors, and interface design to produce software modules that meet functional and performance requirements. This labor category also provides recommendations for software design changes for enhanced performance, reliability, or maintainability when appropriate. Provides technical instruction and guidance for less senior software developers. Applies knowledge of software Quality Assurance techniques to reduce defects and assure intended functionality in delivered modules. May participate in software testing activities. As required, works with other information system professionals to understand and resolve problems related to software performance, reliability, or compatibility. Responds to requests for minor module changes or bug fixes, assists in the testing of these changes, and documents all changes in accord with organizational policy. Assists Technical Writers with or may have primary responsibility for development of software user or technical manuals. Reviews the work of less senior developers to assure that coding and documentation standards have been maintained. May act as a team leader for software development projects.

Minimum/General Experience: Three years of experience as a Software Developer. This experience must demonstrate the expert knowledge of software development platforms and software development best practices required to successfully execute the responsibilities listed above. This position may also require knowledge of particular operating system environments, applications (such as database

platforms), or experience with relevant programming interfaces. Experience must also show the ability to understand and implement complex system specifications and to translate those specifications into properly functioning code. Adequate oral and written communication skills should also be indicated by the work history.

Minimum Education: Bachelor degree in Computer Science or a closely related field.

CLIN 63: SYSTEMS ARCHITECT

Functional Responsibility: Subject matter expert contributing to the development of organizational architectures. At the project level, interacts with system stakeholders and subject matter experts, and uses knowledge of cost/schedule constraints and technical feasibility to determine and formalize comprehensive top-level system requirements. Ensures that requirements include compliance with agency-wide IT architectures, integration/systems interface standards, specified use of standard applications, system-human interface concerns, etc. Determines and documents the functional components that will be required to implement the system and the necessary interactions between components. Documents the hardware, software, protocols, and integration requirements for the system components and establishes implementation partitions. Estimates the resources and time that will be required for each partition. Creates implementation plans and schedules and specifies the project management tools and methods that will be used to control adherence to schedule and quality requirements. Contributes to the design of acceptance and lower-level test protocols. Assists Project Managers in monitoring development progress and determining necessary mid-course corrections. Prepares reports and briefings related to organizational information systems architectures and the architecture/design of specific projects.

Minimum/General Experience: Five years of experience at the level of a Sr. Systems Engineer or Analyst. This experience must demonstrate competence in general information technologies and the analytical skills necessary to succeed in the duties described above. Experience in technical writing, working directly with system users, and in requirements analysis is highly desirable.

Minimum Education: Bachelor degree in Computer Science or related field. Master degree in an applicable discipline preferred. May require formal training or certification in specific applicable tools or technologies. .

CLIN 64: SUBJECT MATTER EXPERT

Functional Responsibility: Applies specific expert-level knowledge of the relevant technologies, products or methods to produce analyses, designs, recommendations, or guidance as required. May function as a member of a study group, development team, or on a Red Team working to correct serious problems with important systems. May contribute to strategic planning, program definition, or the evaluation of current systems, plans, or programs.

Minimum/General Experience: Ten years of experience in the relevant products, technologies or methods. This experience must demonstrate the expert level knowledge of the subject matter required to fulfill the specific position requirements. position.

Minimum Education: Bachelor degree in a discipline directly related to the required expertise. Master degree in an applicable field preferred. Specific product or technology certifications may be required.

CLIN 65: TECHNICIAN - HARDWARE

Functional Responsibility: Conducts sites surveys; assesses and documents current-site information systems configurations and user requirements. Analyzes existing requirements and prepares specifications for hardware acquisitions. Assists in the preparation of engineering plans and site installation Technical Design Packages. Adheres to hardware installation schedules. Prepares drawings documenting configuration changes at each site. Assists with hardware test procedures and prepares site installation and test reports. Configures computers, communications devices and peripheral equipment. Installs network hardware. Trains site personnel in proper use of hardware. Builds specialized interconnection cables.

Minimum/General Experience: Two years experience involving installation and maintenance of server systems, personal computers, cable infrastructure, and LAN/WAN hardware. Must be familiar with the execution of information systems test procedures and capable of adhering to organizational documentation standards for hardware installations and upgrades. Must be able to lift at least 50 pounds.

Minimum Education: Associate degree in a related field. Education requirement can also be satisfied by demonstrating acceptable formal training in all required products and technologies or by two years of directly applicable experience for each required year of education.

CLIN 66: TECHNICIAN – HARDWARE (SENIOR)

Functional Responsibility: Assists in planning for and organizes / directs hardware installations and upgrades. Works with customers and other IT professionals to define hardware requirements. Uses knowledge of available hardware capabilities and the feasibility of specific solutions to create hardware specifications. Assists in preparation of hardware acquisition documents. Assures preparation of proper engineering plans and site installation Technical Design Packages. Develops hardware installation schedules. Mobilizes installation / upgrade teams. Adheres to organizational standards regarding completion of drawings and descriptions documenting configuration changes at each site. Prepares site installation and test reports. Coordinates post-installation operations and maintenance support.

Minimum/General Experience: At least five years experience with personal computers, server systems, cable and wireless communication infrastructures, LAN / WAN hardware, and computer systems facilities. Must have demonstrated ability to coordinate and direct hardware installation / upgrade projects and knowledge of systems documentation best practices. Must be familiar with hardware test procedures and test result documentation. Must be able to lift at least 50 pounds.

Minimum Education: Associate degree in Engineering Management, Computer Technology or a related field.

CLIN 67: TECHNICIAN - SYSTEMS DRAFTING

Functional Responsibility: Develops engineering drawings for systems-, infrastructure- or application-related purposes. Uses expertise with computer-based drawing packages (e.g., Aptitude, AutoCAD) to produce the required drawings. Working from specifications, sketches, or written descriptions, creates engineering drawings such as site plans, electrical interconnect diagrams, flow charts, logic diagrams and hardware configuration drawings. Interacts with other Information Technology professionals to assure completeness and accuracy of the work.

Minimum/General Experience: Two years of drafting experience in an Information Technology environment.

Minimum Education: Associate degree in drafting or another discipline with significant drafting coursework.

CLIN 68: TECHNICIAN - LAN SUPPORT

Functional Responsibility: Uses knowledge of network tools to monitor Local Area Network facilities for performance and availability. Reports observed anomalies and takes corrective action according to established procedures or as directed. Initiates calls to external equipment support services when required and tracks actions of those groups to ensure prompt response and appropriate issue escalation. Assists with LAN-related hardware installations, upgrades, and troubleshooting.. Applies knowledge of desktop LAN communications hardware/software to support upgrade, configuration and troubleshooting of desktop LAN connections. Answers end-user questions regarding network services for desktops and appropriate user practices. May be required to perform network administration duties such as network password resets, or configuration of VLANs for security/access purposes.

Minimum/General Experience: Two years of successful experience with installation, configuration, troubleshooting, and repair of network facilities. Experience must include responsibilities for installation, maintenance, and configuration of network connection hardware and software for desktop systems. Experience must show familiarity with the use of network monitoring tools, LAN troubleshooting methods and basic desktop software troubleshooting techniques to assist in isolation and diagnosis of reported desktop problems. The experience must also show the ability to work effectively with end-users and other members of a LAN support team.

Minimum Education: Successful completion of formal training or certifications in specific LAN-related technologies relevant to the supported LAN environment is required. Training must include basic networking concepts.

CLIN 69: TECHNICIAN - LAN SUPPORT (SENIOR)

Functional Responsibility: Monitors Local Area Network facilities for performance and availability using the provided network monitoring tools. Responds to routine and complex network-related problems using knowledge and experience with hardware and software test techniques and diagnostic methods. Ensures that external LAN support resources respond promptly to requests for assistance and that difficult problems are appropriately escalated. Coordinates technician-level support for LAN-related hardware rollouts, software installations and upgrades, and network-wide desktop configuration

changes. Applies knowledge of network protocols, security-related network equipment and configurations, network physical mapping tools, and network polling and management software to assist engineers and analysts with tasks such as hardware/ software inventories, network performance studies, and network vulnerability surveys. Assures that observed network anomalies and corrective actions are properly documented according to organizational standards. Provides on-the-job training and technical guidance to less senior network technicians. Compiles and formats reports related to the duties stated above.

Minimum/General Experience: Four years experience as a network technician including experience with the products and technologies necessary to support the specific network environment. This experience must show knowledge of networking concepts and protocols, and the network diagnosis and configuration products and technologies necessary to execute the described responsibilities. Previous experience must also show the ability to work successfully as a member of a LAN support team and to provide instruction and guidance to less experienced technical support staff.

Minimum Education: Associate degree in Computer or Network Technology or a related field. This labor category may require formal training or certifications in LAN-related products or technologies relevant to the specific position.

CLIN 70: TELECOMMUNICATIONS TECHNICIAN

Functional Responsibility: Performs installation, adds, moves, changes, testing, documentation, service and programming of processor-controlled telecommunications systems. Systems to be supported include electronic key systems, electronic private automatic branch exchanges (PBX'S), telecommunications management systems, and call processing systems. Systems may also include ACD's and integrated voice response systems deployed in call center environments. Inspects, evaluates and documents existing systems and infrastructure as well as power systems, grounding, and standards compliance. May be assigned tasks requiring quality assurance testing of voice and data switching equipment. Performs remedial and preventive maintenance on installed systems to assure operation within the OEM's operational specifications. Responsibility for enabling, testing and certifying telecommunications switching systems as being ready for use. Completes and maintains documentation for supported systems in accord with organizational policy and good practice. Coordinates vendors, staff and subcontractors to assure efficient and effective system implementation, modification and repair. Escalates complex technical problems to senior technical personnel or OEM technical support. Keeps customer and contractor management informed of current telecommunication systems status and progress on initiatives.

Minimum/General Experience: Three years of experience in installation, repair and maintenance of telecommunications switching systems. At least one year of applicable experience subsequent to obtaining formal OEM certification for the relevant telecommunications switching equipment or other equipment to be maintained. Experience must show knowledge of and adherence to cable plant color code and procedures used to properly test telecommunications switching systems. Experience must also demonstrate the ability to efficiently accomplish telecommunications fault isolation and to repair or replace failed components.

Must be able to lift at least 50 pounds.

Minimum Education: Documented formal training in telecommunications and network concepts. OEM certification in the relevant telecommunications equipment and systems.

Minimum Education: Documented formal coursework in telecommunication concepts and practices. Some positions in this labor category may require documented formal training or certification in particular telecommunication technologies or products.

CLIN 71: TELECOMMUNICATIONS MANAGER

Functional Responsibility: Broad management responsibility for all areas of telecommunications functions. Manages and coordinates the day-to-day planning, design, operations, and maintenance of the telecommunications voice and data networks, telecommunication equipment, and related software. Ensures that existing telecommunication infrastructure and systems are configured and operated to best serve customer needs and organization objectives in the context of available financial and technical resources. Oversees telecommunications strategic and tactical planning. Coordinates with customers, OEM vendors, technical service providers, and customer technical staff and management. Allocates available resources to best serve the organizations telecommunication requirements and in accordance with priorities in the organizational business plan. In some cases the Telecommunications Manager's duties will include operation of telecommunication billing systems. Ensures adherence to change management policies and configuration management documentation procedures. Keeps customer and contractor senior management informed of current systems status, progress on telecommunications initiatives, and potential/actual telecommunications issues. Evaluates the work of contractor telecommunication service providers and furnishes technical guidance to less senior personnel.

Minimum/General Experience: Six years of experience in the telecommunications industry with at least three years at the level of a telecommunications engineer or senior telecommunications analyst. Experience with installation, configuration, maintenance, troubleshooting and repair of telecommunications hardware and infrastructure is highly desirable. Experience must include least two years of successful experience leading telecommunications technical service teams. Experience must demonstrate the ability to determine system functional requirements and to translate those requirements into system specifications and implementation plans. The Telecommunications Manager's experience must show understanding of security principals and the implementation of security systems and techniques as they relate to telecommunication facilities. Experience must also show the ability to communicate effectively with technical personnel, end-users, and management.

Minimum Education: Bachelor degree in Engineering, Computer Science, Information Technology or other applicable discipline. This position may require documented formal training or certifications in particular telecommunication technologies or products.

CLIN 72: TELECOMMUNICATIONS PROGRAMMER/ANALYST

Functional Responsibility: Applies knowledge of telecommunication concepts and relevant programming languages to create solutions to customers' voice/data telecommunication needs. Participates with other telecommunication professionals to determine requirements and write specifications. Assists in the design, development, and testing of telecommunication software. Applies

knowledge of communication protocols, available programming interfaces, hardware capabilities, and telecommunication-related database access to produce feasible plans and to realize actual solutions. Documents developed solutions in accord with organizational standards or accepted best practices.

Minimum/General Experience: Two years of experience in requirements analysis, program design, coding and testing of telecommunications software. This experience must demonstrate knowledge of telecommunication concepts, protocols, and appropriate programming languages necessary to successfully execute the responsibilities listed above. For some positions, formal training or certification for particular telecommunications systems or technologies may be required. Experience must also demonstrate the ability to recommend and support feasible and efficient approaches to specified telecommunications functional requirements.

Minimum Education: Bachelor degree in engineering, Computer Science, Information Technology or a related discipline. Documented training or certifications in particular technologies or products may be required.

CLIN 73: TRAINING SPECIALIST

Functional Responsibility: Provide support for coordinating, developing, and delivering computer-related training to the user community. Assists in the development and revision of course materials and prepares appropriate training catalogs. Develops courses and instructional material to educate technical and non-technical personnel in IT-related subjects. Prepares instructor materials (course outline, background material, and training aids). Prepares student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Provide second level support and coordinate training with help desk. Provide standards, services, and guidance on IT related training programs that are designed to enable government agency personnel to use information technologies and systems more productively. Services include the development, delivery, and/or coordination of training courses and materials that address specific agency needs. Possess thorough knowledge of appropriate hardware and software. Must understand computer functions and related technical terminology and how they are applied in everyday business situations. Must possess good interpersonal and oral / written communication skills.

Minimum/General Experience: Two years of experience in the development and presentation of training materials for Information Technology subjects. This experience must demonstrate the ability to contribute effectively in the development of training materials and possession of the interpersonal skills required for success in the classroom environment.

Minimum Education: Associate degree or technical school certificate with significant coursework in Information Technology, English, technical writing, desktop publishing, public speaking, or other relevant disciplines.

CLIN 74: TRAINING SPECIALIST (SENIOR)

Functional Responsibility: Conducts necessary research to develop and revise training courses to present accurate and up-to-date Information Technology-related content. Collects and assembles course-

related information, organizes and streamlines the information, creates and integrates graphics content, and produces coherent and effective training materials. Supervises the efforts of training teams including performance reviews and guidance of less senior training personnel. Reviews course schedules and assures that all required resources are available for successful conduct of the training sessions. Provides customer feedback mechanisms for product improvement, reviews and compiles the feedback, and recommends improvements in training materials or course presentation techniques. Creates plans for the overall activities of the training organization including train-the-trainer activities, course and training material development requirements, training facility upgrades, and proposed training related equipment or software purchases. Presents training-related plans and proposals to senior management.

Minimum/General Experience:

Four years of experience at the level of a Training Specialist (Intermediate). This experience must demonstrate the subject matter knowledge, ability to organize training programs, and ability to provide guidance and supervision to training personnel required to successfully discharge the listed responsibilities.

Minimum Education: Teaching credential or Associate-level degree in English, Education, Information Technology or other related discipline. Bachelor degree preferred.

CLIN 75: WEB - CONTENT ADMINISTRATOR

Functional Responsibility: Provides support for creation and update of website content that fulfills owner objectives and user expectations. Designs content that is attractive and accessible to users and provides the required information or services. Supports requirements for diverse website content including decision support, on-line user guides/handbooks, policy communication, newsletters, on-line training, search capabilities, etc. Provides recommendations for new and innovative web uses based on knowledge of organizational goals. Creates user-friendly instructions for the use of the website. Creates and uses customer surveys to gather feedback for site improvement and enhancements. Applies knowledge of graphic design, web-site management tools, web servers, browser capabilities, intranet site structures, and web-related software.

Minimum/General Experience: Two years of experience with web-related technologies that demonstrate familiarity with tools, technologies and products such as Share Point Portal Server, CMS, IIS, HTTP, FTP, web security issues, .net, HTML, Java Script, and content management systems (CMSs). Experience must show excellent written and oral communications skills and the ability to work effectively as a member of a website support team.

Minimum Education: Bachelor degree in Computer Science, Information Technology, or related field. This position may require formal training or certification in specific web-related products or technologies.

CLIN 76: WEB - DESIGNER

Functional Responsibility: Designs, develops, troubleshoots, debugs, and implements software code for components of the website. Works with graphic designers and other members of a project team to develop the site concept, interface design, and architecture of the website. Responsible for interface implementation. Implements user-friendly overall site designs and site navigation strategies.

Minimum/General Experience: Three years of experience in a Web Software Developer or similar position that demonstrates excellent knowledge of web development tools and techniques, effective website design principals, and web-related technologies and products. This experience must also show knowledge of web usability and navigation standards, current web browser features and limitations, and object-oriented software design. This position may require demonstrated skills in technologies such as JavaScript, HTML, and CSS, XML, XSL, XML Schemas, and other XML technologies. Other experience that may be required include design and maintenance of web-based Flash applications, streaming video encoding applications and players. The Web Architect is expected to have experience with scripting/programming languages such as Java or Perl and UNIX command-line experience. Experience must show good communication skills with the ability to articulate programming concepts to a variety of audiences. Required experience may also include a history of effective collaboration with other professionals and on-time completion of website implementation projects.

Minimum Education: Bachelor degree in Computer Science, Information Technology, or related field. This position may require formal training or certification in specific web-related products or technologies.

CLIN 77: WEB SOFTWARE DEVELOPER

Functional Responsibility: Designs, develops, troubleshoots, debugs, and installs software code for website components. Works with graphic designers and other members of a project team to develop the site concept, interface design, and architecture of the website. Responsible for interface implementation. Integrates web applications with backend databases. Deploys large web-based transaction systems using application servers. Researches, tests, builds, and coordinates the integration of new products per production and client requirements.

Minimum/General Experience: Three years of experience that demonstrate strong web page development skills. Experience must show working knowledge of graphics software such as Adobe Fireworks, PhotoShop, or Illustrator, scripting languages such as Javascript or VB script, web development tools like DreamWeaver, Expression Web or Flash, and server-side scripting languages like Cold Fusion and PHP. Experience must also show strong communication and team collaboration skills including a history of successful completion of web software development projects.

Minimum Education: Bachelor degree in Computer Science or related field.



Dynanet Corporation Technology Schedule Price List

CLIN	DESCRIPTIVE TITLE	8-11-13 Thru 8-10-14	8-11-14 Thru 8-10-15	8-11-15 Thru 8-10-16	8-11-16 Thru 8-10-17	8-11-17 Thru 8-10-18
1	Administrative Specialists	\$55.82	\$57.22	\$58.65	\$60.12	\$61.62
2	Administrative Specialists (Senior)	\$62.02	\$63.57	\$65.16	\$66.79	\$68.46
3	Analyst - Applications	\$80.21	\$82.22	\$84.28	\$86.39	\$88.55
4	Analyst - Applications (Senior)	\$97.56	\$100.00	\$102.50	\$105.06	\$107.69
5	Analyst - Business Systems	\$103.07	\$105.65	\$108.29	\$111.00	\$113.78
6	Analyst -Business Systems (Senior)	\$151.04	\$154.82	\$158.69	\$162.66	\$166.73
7	Analyst - Client/Server Systems	\$114.75	\$117.62	\$120.56	\$123.57	\$126.66
8	Analyst - Communications	\$127.28	\$130.46	\$133.72	\$137.06	\$140.49
9	Analyst - Computer Systems	\$88.91	\$91.13	\$93.41	\$95.75	\$98.14
10	Analyst - Computer Systems (Senior)	\$111.63	\$114.42	\$117.28	\$120.21	\$123.22
11	Auditor - Information Systems	\$80.20	\$82.21	\$84.27	\$86.38	\$88.54
12	Auditor - Information Systems (Senior)	\$104.29	\$106.90	\$109.57	\$112.31	\$115.12
13	Configuration Management Specialist	\$74.43	\$76.29	\$78.20	\$80.16	\$82.16
14	Configuration Management Specialist (Senior)	\$103.37	\$105.95	\$108.60	\$111.32	\$114.10
15	Consultant - Information Systems	\$173.76	\$178.10	\$182.55	\$187.11	\$191.79
16	Database Administrator	\$90.95	\$93.22	\$95.55	\$97.94	\$100.39
17	Database - Database Administrator (Senior)	\$96.47	\$98.88	\$101.35	\$103.88	\$106.48
18	Database Analyst/ Programmer	\$122.33	\$125.39	\$128.52	\$131.73	\$135.02
19	Deployment Manager	\$74.43	\$76.29	\$78.20	\$80.16	\$82.16
20	Deployment Technician	\$55.82	\$57.22	\$58.65	\$60.12	\$61.62
21	Deployment Technician (Senior)	\$66.15	\$67.80	\$69.50	\$71.24	\$73.02
22	Disaster Recovery & COOP - Analyst	\$94.95	\$97.32	\$99.75	\$102.24	\$104.80
23	Disaster Recovery & COOP - Specialist	\$144.72	\$148.34	\$152.05	\$155.85	\$159.75
24	Documentation - Specialist	\$82.08	\$84.13	\$86.23	\$88.39	\$90.60
25	Documentation - Technical Writer	\$74.43	\$76.29	\$78.20	\$80.16	\$82.16
26	Engineer - Communications/network	\$111.63	\$114.42	\$117.28	\$120.21	\$123.22
27	Engineer - Software	\$89.73	\$91.97	\$94.27	\$96.63	\$99.05
28	Engineer - Software (Senior)	\$111.09	\$113.87	\$116.72	\$119.64	\$122.63
29	Engineer - Systems	\$102.34	\$104.90	\$107.52	\$110.21	\$112.97
30	Engineer - Systems (Senior)	\$119.87	\$122.87	\$125.94	\$129.09	\$132.32
31	Engineer - Telecommunications	\$108.38	\$111.09	\$113.87	\$116.72	\$119.64
32	Engineer - Telecommunications (Senior)	\$140.34	\$143.85	\$147.45	\$151.14	\$154.92
33	Engineer - Test	\$66.15	\$67.80	\$69.50	\$71.24	\$73.02
34	Engineer - Test (Senior)	\$82.69	\$84.76	\$86.88	\$89.05	\$91.28

35	Functional Analyst	\$74.43	\$76.29	\$78.20	\$80.16	\$82.16
36	Functional Analyst (Senior)	\$93.03	\$95.36	\$97.74	\$100.18	\$102.68
37	Graphics Specialist	\$87.31	\$89.49	\$91.73	\$94.02	\$96.37
38	Groupware Specialist	\$133.67	\$137.01	\$140.44	\$143.95	\$147.55
39	Hardware - Infrastructure Implementation Manager	\$79.59	\$81.58	\$83.62	\$85.71	\$87.85
40	Hardware Specialist	\$70.28	\$72.04	\$73.84	\$75.69	\$77.58
41	Help Desk Coordinator	\$75.37	\$77.25	\$79.18	\$81.16	\$83.19
42	Help Desk - Customer Service Representative	\$47.10	\$48.28	\$49.49	\$50.73	\$52.00
43	Help Desk - Customer Service Representative (Senior)	\$67.78	\$69.47	\$71.21	\$72.99	\$74.81
44	Help Desk - Manager	\$93.34	\$95.67	\$98.06	\$100.51	\$103.02
45	Network Administrator	\$89.43	\$91.67	\$93.96	\$96.31	\$98.72
46	Network - Administrator (Senior)	\$100.71	\$103.23	\$105.81	\$108.46	\$111.17
47	Network - Installer	\$89.74	\$91.98	\$94.28	\$96.64	\$99.06
48	Network - Installer (Senior)	\$99.08	\$101.56	\$104.10	\$106.70	\$109.37
48	Network Operations Manager	\$124.05	\$127.15	\$130.33	\$133.59	\$136.93
50	Operations - Computer System Administrator	\$82.69	\$84.76	\$86.88	\$89.05	\$91.28
51	Operations: Computer Systems Operator	\$93.03	\$95.36	\$97.74	\$100.18	\$102.68
52	Operations: Technical Support Manager	\$113.29	\$116.12	\$119.02	\$122.00	\$125.05
53	Program Manager	\$125.08	\$128.21	\$131.42	\$134.71	\$138.08
54	Project Manager	\$115.93	\$118.83	\$121.80	\$124.85	\$127.97
55	Quality Assurance - Analyst	\$69.92	\$71.67	\$73.46	\$75.30	\$77.18
56	Quality Assurance - Analyst (Senior)	\$114.75	\$117.62	\$120.56	\$123.57	\$126.66
57	Quality Assurance Manager	\$111.63	\$114.42	\$117.28	\$120.21	\$123.22
58	Security Analyst - Information Systems	\$89.77	\$92.01	\$94.31	\$96.67	\$99.09
59	Security Analyst - Information Systems (Senior)	\$157.72	\$161.66	\$165.70	\$169.84	\$174.09
60	Security Manager - Information Systems	\$115.93	\$118.83	\$121.80	\$124.85	\$127.97
61	Software - Developer	\$126.98	\$130.15	\$133.40	\$136.74	\$140.16
62	Software - Developer (Senior)	\$149.70	\$153.44	\$157.28	\$161.21	\$165.24
63	Systems Architect	\$165.39	\$169.52	\$173.76	\$178.10	\$182.55
64	Subject Matter Expert	\$182.74	\$187.31	\$191.99	\$196.79	\$201.71
65	Technician - Hardware	\$55.82	\$57.22	\$58.65	\$60.12	\$61.62
66	Technician - Hardware (Senior)	\$66.15	\$67.80	\$69.50	\$71.24	\$73.02
67	Technician - Systems Drafting	\$74.43	\$76.29	\$78.20	\$80.16	\$82.16
68	Technician - LAN Support	\$83.18	\$85.26	\$87.39	\$89.57	\$91.81
69	Technician - LAN Support (Senior)	\$91.83	\$94.13	\$96.48	\$98.89	\$101.36
70	Telecommunications Technician	\$100.71	\$103.23	\$105.81	\$108.46	\$111.17
71	Telecommunications Manager	\$145.80	\$149.45	\$153.19	\$157.02	\$160.95
72	Telecommunications Programmer/Analyst	\$108.38	\$111.09	\$113.87	\$116.72	\$119.64
73	Training Specialist	\$64.96	\$66.58	\$68.24	\$69.95	\$71.70
74	Training Specialist (Senior)	\$103.38	\$105.96	\$108.61	\$111.33	\$114.11
75	Web - Content Administrator	\$119.90	\$122.90	\$125.97	\$129.12	\$132.35
76	Web - Designer	\$130.25	\$133.51	\$136.85	\$140.27	\$143.78
77	Web Software Developer	\$103.37	\$105.95	\$108.60	\$111.32	\$114.10

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

PREAMBLE

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

COMMITMENT

To actively seek and partner with small businesses.

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

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

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

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

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

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

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in ordering activity contracts. To accelerate potential opportunities please contact **Sean Peay, 443-661-1403, bgillan@dynanetcorp.com and Fax 443-661-1408.**

BEST VALUE
BLANKET PURCHASE AGREEMENT
FEDERAL SUPPLY SCHEDULE

(Insert Customer Name)

In the spirit of the Federal Acquisition Streamlining Act (ordering activity) and (Contractor) enter into a cooperative agreement to further reduce the administrative costs of acquiring commercial items from the General Services Administration (GSA) Federal Supply Schedule Contract(s) _____.

Federal Supply Schedule contract BPAs eliminate contracting and open market costs such as: search for sources; the development of technical documents, solicitations and the evaluation of offers. Teaming Arrangements are permitted with Federal Supply Schedule Contractors in accordance with Federal Acquisition Regulation (FAR) 9.6.

This BPA will further decrease costs, reduce paperwork, and save time by eliminating the need for repetitive, individual purchases from the schedule contract. The end result is to create a purchasing mechanism for the ordering activity that works better and costs less.

Signatures

Ordering Activity Date

Contractor

Date

BPA NUMBER _____

(CUSTOMER NAME)
BLANKET PURCHASE AGREEMENT

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

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

MODEL NUMBER/PART NUMBER	*SPECIAL BPA DISCOUNT/PRICE
_____	_____
_____	_____
_____	_____

(2) Delivery:

DESTINATION	DELIVERY SCHEDULES / DATES
_____	_____
_____	_____
_____	_____

(3) The ordering activity estimates, but does not guarantee, that the volume of purchases through this agreement will be _____.

(4) This BPA does not obligate any funds.

(5) This BPA expires on _____ or at the end of the contract period, whichever is earlier.

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

OFFICE	POINT OF CONTACT
_____	_____
_____	_____
_____	_____

(7) Orders will be placed against this BPA via Electronic Data Interchange (EDI), FAX, or paper.

(8) Unless otherwise agreed to, all deliveries under this BPA must be accompanied by delivery tickets or sales slips that must contain the following information as a minimum:

- (a) Name of Contractor;
- (b) Contract Number;
- (c) BPA Number;
- (d) Model Number or National Stock Number (NSN);
- (e) Purchase Order Number;
- (f) Date of Purchase;
- (g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and
- (h) Date of Shipment.

(9) The requirements of a proper invoice are specified in the Federal Supply Schedule contract. Invoices will be submitted to the address specified within the purchase order transmission issued against this BPA.

(10) The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of this BPA and the Contractor's invoice, the provisions of this BPA will take precedence.

**BASIC GUIDELINES FOR USING
"CONTRACTOR TEAM ARRANGEMENTS"**

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

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

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

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

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

Here is a general outline on how it works:

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