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**INFORMATION FOR ORDERING ACTIVITIES  
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 Acquisition Service. 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!<sup>TM</sup> on-line shopping service (www.fss.gsa.gov). The catalogs/pricelists, GSA Advantage!<sup>TM</sup> and the Federal Acquisition Service Home Page (www.fss.gsa.gov) contain information on a broad array of products and services offered by small business concerns.

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

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

**1. GEOGRAPHIC SCOPE OF CONTRACT:**

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

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

Offerors are requested to check one of the following boxes:

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

For Special Item Number 132-53 Wireless Services ONLY, if awarded, list the limited geographic coverage area:

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

Ordering Address: ISPA, Inc.  
1100 Circle 75 Parkway, Suite 242  
Atlanta, GA 30339

ACH / ELECTRONIC TRANSFER:  
C/o Action Capital Corporation  
(Cage Code 0Z006)  
Wachovia Bank NA  
Routing Number 061000227  
Account Number 2000124210282

PAYEE'S NAME AND ADDRESS:  
ISPA, Inc.  
C/O Action Capital Corporation  
P O Box 56346  
Atlanta, GA 30343

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

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

ISPA, Inc. – (770) 690-2900

**3. LIABILITY FOR INJURY OR DAMAGE**

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

**4. STATICAL 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: 13-078-9423  
Block 30: Type of Contractor: Small Disadvantaged Business  
Block 31: Woman-Owned Small Business - No  
Block 36: Contractor's Taxpayer Identification Number (TIN): 58-1557046

- 4a. CAGE Code: 75861
- 4b. Contractor has registered with the Central Contractor Registration Database.

**5. FOB DESTINATION**

**6. DELIVERY SCHEDULE**

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

SPECIAL ITEM NUMBER	DELIVERY TIME (Days ARO)
<u>132-51</u>	<u>30</u> Days
_____	_____ 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 activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

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

- a. Prompt Payment: 0.25 % - 20 days from receipt of invoice or date of acceptance, whichever is later.
- b. Quantity NONE
- c. Dollar Volume NONE
- d. Government Educational Institutions Government Educational Institutions are offered the same discounts as all other Government customers.
- e. Other N/A – No other discounts are offered

**8. TRADE AGREEMENTS ACT OF 1979, as amended:**

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

**9. STATEMENT CONCERNING AVAILABILITY OF EXPORT PACKING:**

N/A – Export packing does not apply.

**10. Small Requirements: \**

The minimum dollar value of orders to be issued is \$ 100.00

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

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

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

**12. ORDERING PROCEEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS**

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

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

**13. FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS**

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

**13.1 FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPS PUBS):**

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

**13.2 FEDERAL TELECOMMUNICATION STANDARDS (FED-STDS):**

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

**14. CONTRACTOR TASKS / SPECIAL REQUIREMENTS (C-FSS-370) (NOV 2003)**

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

- (b) Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. Travel in performance of a task order will only be reimbursable to the extent authorized by the ordering agency. The Industrial Funding Fee does NOT apply to travel and per diem charges.
- (c) Certifications, Licenses and Accreditations: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.
- (d) Insurance: As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.
- (e) Personnel: The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.
- (f) Organizational Conflicts of Interest: Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.
- (g) Documentation/Standards: The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.
- (h) Data/Deliverable Requirements: Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.
- (i) Government-Furnished Property: As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.
- (j) Availability of Funds: Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.
- (k) Overtime: For professional services, the labor rates in the Schedule should not vary by virtue of the Contractor having worked overtime. For services applicable to the Service Contract Act (as identified in the Schedule), the labor rates in the Schedule will vary as governed by labor laws (usually assessed a time and a half of the labor rate).

## **15. CONTRACT ADMINISTRATION FOR ORDERING ACTIVITIES:**

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

16. **GSA ADVANTAGE!**

GSA Advantage! is 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. ODCs (Other Direct Costs) are not part of this contract and should be treated as open market purchases. Ordering Activities procuring open market items must follow FAR 8.402(f).

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

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

18. **CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS**

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

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

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

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:

**N/A – applies to 48 contiguous states**

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

**20. BLANKET PURCHASE AGREEMENTS (BPAs)**

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

**21. CONTRACTOR TEAM ARRANGEMENTS**

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

**22. INSTALLATION, DEINSTALLATION, REINSTALLATION**

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

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

**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.ispainc.com/508.htm](http://www.ispainc.com/508.htm)

The EIT standard can be found at: [www.Section508.gov/](http://www.Section508.gov/).

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

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

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

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

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

(a) The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.

(b) Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective—

- (1) For such period as the laws of the State in which this contract is to be performed prescribe; or

(2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.

(c) The Contractor shall insert the substance of this clause, including this paragraph (c), in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and maintain the insurance required in the Schedule or elsewhere in the contract. The Contractor shall maintain a copy of all subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.

## **26. SOFTWARE INTEROPERABILITY.**

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

## **27. ADVANCE PAYMENTS**

A payment under this contract to provide a service or deliver an article for the United States Government may not be more than the value of the service already provided or the article already delivered. Advance or pre-payment is not authorized or allowed under this contract. (31 U.S.C. 3324)

**TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT)  
PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51) AND  
ELECTRONIC COMMERCE (EC) SERVICES (SPECIAL ITEM NUMBER 132-52)**

**1. SCOPE**

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services and Special Item Number 132-52 Electronic Commerce Services apply exclusively to IT/EC Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

**2. PERFORMANCE INCENTIVES**

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

**3. ORDER**

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

**4. PERFORMANCE OF SERVICES**

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

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

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

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

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

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

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

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

**6. INSPECTION OF SERVICES**

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

**7. RESPONSIBILITIES OF THE CONTRACTOR**

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Deviation – May 2003) Rights in Data – General, may apply.

**8. RESPONSIBILITIES OF THE ORDERING ACTIVITY**

Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT/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 at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003)) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:

- (a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.
- (b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—
  - (1) The offeror;
  - (2) Subcontractors; and/or
  - (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

**13. RESUMES**

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

**14. INCIDENTAL SUPPORT COSTS**

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

**15. APPROVAL OF SUBCONTRACTS**

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

16. **DESCRIPTION OF IT/EC SERVICES AND PRICING**

The following pages contain the IT/EC labor categories and pricing

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

**PREAMBLE**

(Name of Company) 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 **Byron King, (770) 690-2911, email byronk@ispainc.com, fax: (770) 690-2910**.

**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

**(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 ordering activity requirements.

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

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

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

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

Here is a general outline on how it works:

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

**28. PRICING AND LABOR CATEGORIES**

**a) OFF-SITE Hourly rates for work performed at ISPA Facility**

	Labor Category	Hourly Rate
1	Sr. Project Manager	\$143.49
2	Project Manager	\$107.79
3	Sr. Integration Analyst	\$97.02
4	Integration Analyst	\$87.17
5	Senior Financial Analyst	\$83.62
6	Senior Computer System Analyst	\$84.51
7	Junior Computer System Analyst	\$63.14
8	Senior Computer Engineer	\$102.12
9	Computer Engineer	\$82.81
10	Junior Computer Engineer	\$60.33
11	Application Programmer	\$77.19
12	Senior Application Programmer	\$83.99
13	Computer Programmer	\$70.97
14	Junior Computer Programmer	\$58.54
15	Web Master	\$113.54
16	Web Designer	\$87.37
17	Business Process Consultant	\$133.66
18	Lead Network Engineer	\$218.98
19	Senior Network Engineer	\$180.68
20	Network Engineer	\$113.33
21	Sr. LAN Support Technician	\$76.02
22	Principal Information Engineer	\$126.28
23	Database Manager	\$92.77
24	Data Administrator	\$82.12
25	Quality Assurance Manager	\$79.88
26	Help Desk Manager	\$85.04
27	Help Desk Specialist	\$64.48
28	Sr. Help Desk Coordinator	\$53.76
29	Sr. Computer System Security Specialist	\$103.07
30	Data Communications Manager	\$115.41
31	Sr. Telecom Analyst/Technician	\$92.57
32	Subject Matter Expert	\$165.24
33	Data Entry Clerk II	\$33.45
34	Data Entry Clerk I	\$29.28
35	Senior Systems Engineer	\$68.53
36	Technical Writer/Editor	\$46.42
37	Senior Logistics Specialist	\$64.55
38	Technician	\$45.44

**b) ON-SITE Hourly rates for work performed at Customer Facility**

	Labor Category	Hourly Rate
1	Sr. Project Manager	\$132.86
2	Project Manager	\$99.80
3	Sr. Integration Analyst	\$89.84
4	Integration Analyst	\$80.71
5	Senior Financial Analyst	\$77.42
6	Senior Computer System Analyst	\$78.25
7	Junior Computer System Analyst	\$58.46
8	Senior Computer Engineer	\$94.56
9	Computer Engineer	\$76.68
10	Junior Computer Engineer	\$55.87
11	Application Programmer	\$71.48
12	Senior Application Programmer	\$76.62
13	Computer Programmer	\$65.71
14	Junior Computer Programmer	\$54.20
15	Web Master	\$105.12
16	Web Designer	\$80.90
17	Business Process Consultant	\$123.76
18	Lead Network Engineer	\$201.46
19	Senior Network Engineer	\$164.34
20	Network Engineer	\$98.66
21	Sr. LAN Support Technician	\$70.39
22	Principal Information Engineer	\$116.92
23	Database Manager	\$85.90
24	Data Administrator	\$76.04
25	Quality Assurance Manager	\$73.96
26	Help Desk Manager	\$78.73
27	Help Desk Specialist	\$62.04
28	Sr. Help Desk Coordinator	\$50.71
29	Sr. Computer System Security Specialist	\$95.44
30	Data Communications Manager	\$106.86
31	Sr. Telecom Analyst/Technician	\$85.71
32	Subject Matter Expert	\$153.00
33	Data Entry Clerk II	\$30.98
34	Data Entry Clerk I	\$27.11
35	Sr. Systems Engineer	\$62.66
36	Technical Writer/Editor	\$41.92
37	Senior Logistics Specialists	\$58.08
38	Technician	\$41.50

## (c) POSITION DESCRIPTION

### Labor Category Detailed Descriptions

#### **Job Title: Sr. Project Manager**

A master's degree in Management, Information Systems, Computer Science, Engineering or other applicable discipline.

BS or BA Degree with over 10 years of experience.

#### Generalized/Specialized Experience:

Must have at least 10 years of experience of direct software/hardware management or supervision experience.

#### Duties:

Responsible for all aspects of the development and implementation of assigned projects and provides a single point of contact for those projects. Takes projects from original concept through final implementation. Interfaces with all areas affected by the project including end users, computer services, and client services. Defines project scope and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks, and tracks and reviews vendor deliverables. Provides technical and analytical guidance to project team. Recommends and takes action to direct the analysis and solutions of problems.

#### **Job Title: Project Manager**

A Master's degree in Management, Information Systems, Computer Science, Engineering or other applicable discipline.

BS or BA degree in related field with over 10 years experience..

#### General/Specialized Experience:

Must have at least ten (10) years of experience to include at least five (5) years of direct engineering or ADP software/hardware management or supervision experience.

#### Duties:

Performs day-to-day management of assigned delivery order project that involve teams of engineer, data processing and other information systems/management professionals who are involved In project activities such as analyzing, designing, integrating, testing, documenting, convening and implementing automated information systems or computer hardware/software solutions. Demonstrates proven skills in those technical areas addressed by the project/delivery order to be managed. Organizes, directs, and coordinates planning and production of all activities associated with assigned project delivery order.

**Job Title: Senior integration Analyst**

A Master's degree in information Systems, Computer Science, Engineering or other related technical discipline will be considered equivalent to two years of additional experience above the nine stated below.

A Bachelor's degree in Information Systems, Computer Science, Engineering or other related technical discipline will be considered equivalent to two years of additional experience above the nine stated below.

General/Specialized Experience:

Must have nine (9) years of progressive experience as a computer systems analyst to include at least five (5) years of complex business or engineering systems on large-scale, mid-tier or LAN-based systems; data base management systems (DBMS); and use of programming languages such as Ada, COBOL, Oracle tools (such as Designer, Developer, PL/SQL, Web Application Server) and other 4GLs.

Duties:

Implements computer systems in a phased approach of requirements analysis, conceptual design, site survey, system design, critical design, installation integration and testing. Performs requirements analysis for a wide range of users in areas of office automation, configuration management, project performance, finance and accounting. Defines open systems and client/server architectures. Reviews, integrates and implements commercial off-the-shelf (COTS) products. Integrates and implements electronic signature (cryptography) into applications requiring additional data security.

**Job Title: Integration Analyst**

A Bachelor's degree in Information Systems, Computer Science, Engineering or other related technical discipline will be considered equivalent to three years of additional experience above the stated six (6) years.

General/Specialized experience:

Must have six (6) yeas of progressive experience as computer systems analyst to include at least three (3) years of complex business or engineering systems on large-scale mid tier or LAN-based systems; data base management systems (DBMS); and use of programming languages such as Ada, COBOL, Oracle tools (such as Designer, Developer, PL/SQL, Web Application Server) and other 4GLs.

Duties:

Implements computer systems in a phased approach of requirements analysis, conceptual design, site survey, system design, critical design, installation integration, testing. Performs requirements analysis for a wide range of users in areas of office automation, configuration management, project performance, finance and accounting. Reviews, integrates and implements commercial off-the-shelf (COTS) products. Integrates and implements electronic signature (cryptography) into applications requiring additional data security.

**Job Title: Senior Financial Analyst**

A Master's degree in Accounting, Financial Analysis, Business or other related professional or technical discipline will be considered equivalent to one year of additional experience above the stated nine (9) years.

A Bachelor's degree in Accounting, Financial Analysis, Business or other related professional or other related technical discipline will be considered equivalent to three years of experience.

General/Specialized Experience:

Must have nine (9) years of financial management experience with demonstrated ability to supervise or lead a team of analysts.

Duties:

Assesses products and procedures for compliance with corporate/accepted standards, as well as compliance with accounting principles and multi-tiered systems application standards. Defines interrelationships between financial management requirements and automated solutions, considering the current system environment and the potential integration of added systems concurrently or later.

**Job Title: Senior Computer Systems Analyst**

A Master's degree in Information Systems, Computer Science, Engineering or other related technical discipline will be considered equivalent to one year of additional experience above the stated nine (9) years.

A Bachelor's degree in Information Systems, Computer Science, Engineering or other related technical discipline will be considered equivalent to three years of experience.

General/Specialized Experience.

Must have nine (9) years of progressive experience as a computer systems analyst working independently or under general direction on complex application problems involving all phases of software development. Experience must include at least five (5) years of complex business or engineering systems on large-scale, mid-tier OF LAN-based systems; data base management systems (DBMS); and use of programming languages such as Ada, COBOL, C++, Oracle tools (such as Designer, Develop, PL/SQL, Web Application Server) and other 4GLs.

Duties:

Provides technical, administrative and daily direction for personnel performing software development tasks, including reviewing work produce for correctness, adherence to concept design, standards, and schedules. Ensures that project personnel understand and follow corporate software development standards, such as Software Engineering Institute's Capability Maturity Module (CMM). Implements computer systems in a phased approach of requirements analysis, conceptual design, critical design, installation integration and testing. Integrates and implements electronic signature (cryptography) into applications requiring additional data security. Presents system designs for user approval at formal reviews. Coordinates with Protect Manager to ensure problem solution and user satisfaction.

**Job Title: Junior Computer Systems Analyst**

A Bachelor's degree in Information Systems, Computer Science, Engineering or other related technical discipline will be considered equivalent to three years of additional experience above the stated three (3) years.

General/Specialized Experience:

Must have three (3) years of experience in the software development process.

Duties:

Analyzes and develops computer software possessing in a wide range of capabilities, including engineering, business, data warehousing. Assists in the development of plans for automated data processing (ADP) systems from project inception to conclusion. Defines and analyzes the problem, develops system requirements and program specifications, programs and tests. Uses data base management systems (DBMS) and programming languages such as Ada, COBOL, Oracle (Designer, PL/SQL, Developer) and other 4GLs.

**Job Title: Senior Computer Engineer**

A Master's degree in information Systems, Computer Science, Mathematics, Engineering or other related technical discipline will be considered equivalent to one year of additional experience above the stated nine (9) years.

A Bachelor's degree in information Systems, Computer Science, Mathematics, Engineering or other related technical discipline will be considered equivalent to three years of experience.

General/Specialized Experience:

Must have nine (9) years of progressive experience in at least two of the following disciplines: systems analyst, systems programming, application programming, equipment analysis, system administration, or network administration.

Duties:

Designs, develops, maintains, evaluates, or troubleshoots current state-of-the-art computer hardware, software and software development tools; evaluates their ability to support specific requirements and interface with other equipment and systems. Develops software with current software development environments (such as C, C++, Visual C++, Java, MFC, Visual Basic, Delphi, assembly language), and current operating. Designs and develops solutions to integrate disparate systems and to integrate new modules into existing systems. Designs, implements, troubleshoots and maintains computing areas involving server hardware, operating systems, communication software and hardware, local and wide area networking equipment (such as LAN, WAN, Ethernet, TCP/IP, ISDN, T1, routers, bridges, Internet). Reviews systems and network security and privacy issues such as firewalls, cryptographic methods (such as electronic signature, data encryption, government security standards, etc.), algorithms (secret key, public key, DES, DSA, RSA, SHA, MD5, etc.) and secure key storage devices (such as smart cards).

**Job Title: Computer Engineer**

A Bachelor's degree in Information Systems, Computer Science, Mathematics, Engineering or other related technical discipline will be considered equivalent to three years of additional experience above the stated six (6) years.

General/Specialized Experience:

Must have six (6) years of experience in at least two of the following disciplines: systems analysis, systems programming, application programming, equipment analysis, system administration, or network administration.

Duties:

Designs, develops, maintains, evaluates, or troubleshoots current state-of-the-art computer hardware, software and software development tools; evaluates their ability to support specific requirements and interface with other equipment and systems. Develops software with current software development environments (such as C, C++, Visual C++, Java, MFC, Visual Basic; Delphi, Assembly language), and current operating systems. Designs and develops solutions for converting computer systems from one computing environment to another by utilizing compilers, simulators, emulators, data conversion software, and translators. Designs, implements, troubleshoots and maintains computing areas involving server hardware, operating systems, communication software and hardware, local and wide area networking equipment (such as LAN, WAN, Ethernet, TCP/IP, ISDN, T1, routers, bridges, Internet). Reviews systems and network security and privacy issues such as firewalls, cryptographic methods (such as electronic signature, data encryption, government security standards etc), algorithms (secret key, public key, DES, DSA, RSA, SHA, MD5, etc) and secure key storage devices (such as smart cards).

**Job Title: Junior Computer Engineer**

A Bachelor's degree in Information Systems, Computer Science, Mathematics, Engineering or other related technical discipline will be considered equivalent to three years of additional experience above the stated four (4) years.

General/Specialized Experience.

Must have four (4) years of experience in at least two of the following disciplines: Systems analysis, systems programming, application programming, equipment analysis, system administration, of network administration.

Duties:

Participates in the evaluation of current state-of-the-art computer hardware, software and software development tools to assess their ability to support specific requirements and interface with other equipment and systems; determines potential and actual bottlenecks and proposes recommendations for their elimination. Makes recommendations for systems improvements that will result in optimal hardware and software usage. Assists in the development or maintenance of computing areas such as operating systems, communication software, database packages, compilers, repositories, utility or assembler packages.

**Job Title: Application Programmer**

A Bachelor's degree in Information Systems, Computer Science, Mathematics, Engineering or other related technical discipline will be considered equivalent to three years of additional experience above the stated five (5) years.

General/Specialized Experience:

Must have five (5) years of experience in information systems design and programming. Experience must include at least three (3) years as an application programmer on large-scale data base management systems (DBMS) and the ability to develop complex software to satisfy design requirements.

Duties:

Analyzes functional business applications and designs specifications for functional areas such as finance, accounting, personnel, manpower, budget, logistics and contracts. Translates detailed design into computer software. Tests, debugs and refines the computer software to produce the required product. Prepares required user-level and program-level documentation. Enhances software to reduce operating time or improve efficiency. Provides technical direction to programmers as required to ensure program deadlines are met.

**Job Title: Senior Application Programmer**

A Master's degree in Information Systems, Computer Science, Mathematics, Engineering or other related technical discipline will be considered equivalent to one year of additional experience above the stated nine (9) years.

A Bachelor s degree in Information Systems, Computer Science, Mathematics, Engineering or other related technical discipline we be considered equivalent to three years of experience.

General/Specialized Experience:

Must have nine (9) years of programming experience in software development or maintenance to include at least five (5) years of experience in ADP systems analysis.

Duties:

Utilizes third and forth generation or current state-of-the-art ADP equipment and languages to develop and prepare diagrammatic plans for solution of business, management communications, tactical, and strategic problems. Designs detailed programs, flow charts and diagrams showing mathematical computations and sequence of machine operations necessary to copy and process data and print results. Verifies accuracy and completeness of programs/systems by preparing sample representative data and testing by means of cycle/system processing using specific machine and/or problem oriented languages and technical skills *such* as MVS, DOS, or UNIX systems as well as languages such as COBOL, C++,etc.

**Job Title: Computer Programmer**

A Bachelor's degree in Information Systems, Computer Science, Mathematics, Engineering or other related technical discipline will be considered equivalent to three years of additional experience above the stated six (6) years.

General/Specialized Experience:

Must have six (6) years of computer programming experience to include at least three (3) years of experience in ADP systems analysis.

Duties:

Utilizes third and fourth generation or current state-of-the-art ADP equipment and languages to analyze systems requirements and devises program logic for business, management, communication, tactical, and technical problems. Develops detailed flow charts and instructions for programs, general run diagrams and process flow charts. Develops tape layouts and record formats and adds additional data items necessary to accomplish work products by utilizing systems such as MVS, Windows, or UNIX as well as languages such as COBOL, C++, or Ada, etc.

**Job Title: Junior Computer Programmer**

A Bachelors degree in Information Systems, Computer Science, Mathematics, Engineering or other related technical discipline will be considered equivalent to three years of additional experience above the stated three (3) years.

General/Specialized Experience:

Must have three (3) years of computer programming experience.

Duties:

Translates detail program flow charts into program coded instructions used by third/fourth generations or current state-of-the-art computers. Programs in MVS, Windows, or UNIX systems as well as languages such as COBOL, C++, Visual Basics or Ada, etc.

**Job Title: Web Master**

A Bachelor s degree or other related technical discipline equivalent will be considered equivalent to three years of additional experience above the stated three (3) years.

General/Specialized Experience: Must have (3) years of technical experience in web development.

Duties:

Responsible for creating and maintaining the web site. Requires a minimum of 3 years experience in web design, development, and implementation. Must have a significant background using HTML, JAVA, (Com/Ccom, or CORBA) JavaScript, VB is necessary and Oracle 10i and higher database and C++ is desired.

**Job Title: Web Designer**

BA degree in fine arts or graphic design

Demonstrated understanding of web-based technologies

Thorough knowledge of HTML, PhotoShop, Illustrator and/or other design-related applications

Duties:

Designs and builds web pages using a variety of graphics software applications, techniques, and tools. Designs and develops user interface features, site animation, and special-effects elements. Contributes to the design group's efforts to enhance the look and feel of the organization's online offerings. Designs the website to support the organization's strategies and goals relative to external communications.

**Job Title: Business Process Consultant**

BS degree in Business Administration or other related field

General/Specialized Experience:

Must have highest-level understanding of organization's business systems and industry requirements.

Duties:

Responsible for most complex systems process analysis, design, and simulation. Focus is on process analysis and re-engineering, with an understanding of technical problems and solutions as they relate to the current and future business environment. Creates process change by integrating new processes with existing ones, and communicating these changes to impacted Business Systems teams. Recommends and facilitates quality improvement efforts. May lead re-engineering team and act as project manager in some cases.

**Job Title: LEAD Network Engineer**

A Bachelor s degree in Information Systems, Computer Science, Mathematics, Engineering or other related technical discipline will be considered equivalent to three years of additional experience above the stated ten (10) years. Cisco CCNA/CCNP, Microsoft MCP/MCSE, Novell I/CNE

General/Specialized Experience:

Must have (10) years of progressive experience in the following:

Strong WAN experience with connectivity, troubleshooting, design evaluation and documentation.

Solid experience with IP sub-netting, switching, routing VLANs, interior and exterior routing protocols.

Solid experience with major network vendor hardware such as Cisco, Nortel, 3Com or Bay Networks.

Network management software. Systems administration of Microsoft, Novell or Unix systems.

Duties:

Supervised the designs, develops, maintains, evaluates, or troubleshoots current state-of-the-art computer hardware, and software; evaluates their ability to support specific requirements and interface with other equipment and systems. Designs, implements, troubleshoots and maintains computing areas involving server hardware, operating systems, communication software and hardware, local and wide area networking equipment (such as LAN, WAN. Ethernet, TCP/IP, ISDN, T1, routers, bridges, Internet).

**Job Title: Senior Network Engineer**

A Bachelor s degree in Information Systems, Computer Science, Mathematics, Engineering or other related technical discipline will be considered equivalent to three years of additional experience above the stated five (5) years. Cisco CCNA/CCNP, Microsoft MCP/MCSE, Novell I/CNE

General/Specialized Experience:

Must have (5) years of progressive experience in the following:

Strong WAN experience with connectivity, troubleshooting, design evaluation and documentation.

Solid experience with IP sub-netting, switching, routing VLANs, interior and exterior routing protocols.

Solid experience with major network vendor hardware such as Cisco, Nortel, 3Com or Bay Networks.

Network management software. Systems administration of Microsoft, Novell or Unix systems.

Duties:

Designs, develops, maintains, evaluates, or troubleshoots current state-of-the-art computer hardware, and software; evaluates their ability to support specific requirements and interface with other equipment and systems. Designs, implements, troubleshoots and maintains computing areas involving server hardware, operating systems, communication software and hardware, local and wide area networking equipment (such as LAN, WAN. Ethernet, TCP/IP, ISDN, T1, routers, bridges, Internet).

**Job Title: Network Engineer**

Bachelor s degree in Information Systems, Computer Science, Mathematics, Engineering or other related technical discipline will be considered equivalent to three years of additional experience above the stated three (3) years. Cisco CCNA, Microsoft MCP/MCSE, Novell I/CNE

General/Specialized Experience:

Must have (3) years of progressive experience in the following:

WAN experience with connectivity, troubleshooting, design evaluation and documentation.

Experience with IP sub-netting, switching, routing VLANs, interior and exterior routing protocols.

Experience with major network vendor hardware such as Cisco, Nortel, 3Com or Bay Networks.

Network management software. Hands on network implementation, configuring and maintaining network equipment. Systems administration of Microsoft, Novell or Unix systems.

Duties:

Troubleshoots and maintains computing areas involving networks, server hardware, operating systems, communication software and hardware, local and wide area networking equipment (such as LAN, WAN. Ethernet, TCP/IP, ISDN, T1, routers, bridges, Internet).

**Job Title: Sr. LAN Support Technician**

General/Specialized Experience:

Requires more than 5 years experience in data communications troubleshooting with strong knowledge of PC/LAN communications hardware/software in a multi-protocol environment.

Duties:

Monitors and responds to technical control facility hardware and software problems utilizing hardware and software testing tools and techniques. May interface with vendor support service groups to ensure proper escalation during outages or period of degraded system performance. May assist with installation of terminals and associated hardware. May provide LAN server support.

**Job Title: Principal Information Engineer**

B.A. or B.S. degree

Experience:

Must have 10 years of experience in managing the implementation of information engineering projects and experience in system analysis, design, and programming.

Specialized Experience:

At least 5 years of experience in information system development, functional and data requirement analysis, system analysis and design, programming, program design, and documentation preparation.

Duties:

Must be capable of applying enterprise-wide set of disciplines for planning, analyzing, designing, and constructing information systems enterprise-wide or across a major sector of the enterprise. Develops and analytical and computational techniques and methodology for problem solutions. Must be capable of performing enterprise-wide strategic system planning, information planning, business, and analysis. Performs process and data modeling in support of the planning and analysis efforts, using manual and automated tools, such as Integrated Computer-Aided Software Engineering (I-CASE) tools. Must be able to apply reverse engineering and reengineering disciplines to developing migration strategic and planning documents. Provides technical guidance in software engineering techniques and automated support tools.

**Job Title: Database Manager**

B.A. or B.S. degree or 3 years of equivalent experience in a related field will be considered equivalent to three years of additional experience above the stated seven (7) years.

Experience:

Must have 7 years of experience in the development and maintenance of database systems.

Specialized Experience:

Must have at least 5 years of experience with database management systems, system design and analysis, operating systems software, and internal and data manipulation languages.

Duties:

Must be capable of managing the development of database projects. Must be able to plan and budget staff and data resources. Supports application developers in planning preparation, load analysis, and backup and recovery of data. When necessary, reallocates resources to maximize benefits. Must be able to prepare and deliver presentations on DBMS concepts. Provides daily supervision and direction to support staff. Monitors performance and evaluates areas to improve efficiency.

**Job Title: Data Administrator**

General/Specialized Experience:

2-4 years of experience with database management systems, system design and analysis, operating systems software, and internal and data manipulation languages.

Duties:

Responsible for quality control and auditing of databases to ensure accurate and appropriate use of data. Works with management to develop database strategies to support company's needs. Consults with and advises users of the various databases. Works directly with users of data to resolve data conflicts and inappropriate data usage. Identifies opportunities to effectively satisfy corporate information needs through automation. Directs the maintenance and use of the corporate data dictionary.

**Job Title: Quality Assurance Manager**

B.A. or B.S. degree

Experience:

Must have 6 years of experience in quality assurance and quality control.

Specialized Experience:

At least 3 years of experience in verification and validation, software testing and integration, and software metrics, and their application to software quality assessment.

Duties:

Must be capable of maintaining and establishing a process for evaluating software and associated documentation. Must be able to determine the resources required for quality control. Must be able to maintain the level of quality throughout the software life cycle. Develops software quality assurance plans. Conducts formal and informal reviews at predetermined points throughout the development life cycle.

**Job Title: Help Desk Manager**

B.A. or B.S. degree or 3 years of equivalent experience in a related field will be considered equivalent to three years of additional experience above the stated seven (7) years.

Experience:

This position requires a minimum of 7 years of experience.

Specialized Experience:

At least 5 years of specialized experience, including management of help desks in a multi-server environment. Comprehensive knowledge of PC operating systems (e.g., UNIX, Windows), networking, and mail standards. Supervision

of help desk employees. General experience includes information system development and network and other work in the client/server field or related fields. Must also have a demonstrated ability to communicate orally and in writing and have a positive customer service attitude.

Duties:

Provides daily supervision and direction to staff that is responsible for phone and in-person support to users in the areas of E-mail, directories, standard Windows desktop applications, and other network services. Manages personnel who serve as the first point of contact for troubleshooting hardware and software, PC and printer problems.

**Job Title: Help Desk Specialist**

B.A. or B.S. degree or 3 years of equivalent experience in a related field will be considered equivalent to three years of additional experience above the stated five (5) years.

Experience:

This position requires a minimum of 5 years of experience.

Specialized Experience:

At least 3 years of specialized experience, including knowledge of PC operating systems (e.g., UNIX, Windows), and networking and mail standards, and work on a help desk.

Must have a demonstrated ability to communicate orally and in writing and a positive customer service attitude.

Duties:

Provides phone and in-person support to users in the areas of E-mail, directories, standard Windows desktop applications, and applications developed under specific contract or predecessors. Serves as the initial point of contact for troubleshooting network applications and hardware and software, PC and printer problems.

**Job Title: Sr. Help Desk Coordinator**

Duties:

Under general direction of the Help Desk Manager, is responsible for ensuring the timely process through which problems are controlled. Includes problem recognition, research, isolation, resolution and follow-up steps. Requires experience and understanding of MIS environment. Is able to resolve less complex problems immediately, while more complex problems are assigned to second level support or supervisor. Typically involves use of problem management database and help desk system. May provide guidance/training for less experienced personnel.

**Job Title: Sr. Computer Systems Security Specialist**

B.A. or B.S. degree

Experience:

This position requires a minimum of 8 years of experience.

Specialized Experience:

At least 5 years of specialized experience in defining computer security requirements for high-level applications, evaluation of approved security products capabilities, and development of solutions to multilevel security (MLS) problems.

Duties:

Analyzes and defines security requirements for MLS issues. Designs, develops, engineers, and implements solutions to MLS requirements. Responsible for the implementation and development of the MLS. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Performs risk analyses, which include risk assessment. Provides daily supervision of, and direction to, staff.

**Job Title: Data Communications Manager - Planning & Implementation**

Duties:

Ensures that adequate and appropriate planning is provided for remote hardware and communications facilities to develop and implement methodologies for analysis, installation and support of distributed processing client/server systems.

Provides coordination in the analysis, acquisition and installation of hardware, software, and facilities. Manages the training and efforts of a staff engaged in system and network planning, analysis, and monitoring activities. Usually

requires a minimum of 8 - 10 years experience in software/hardware LAN and WAN network design and analysis.

Typically reports to Telecommunications Department Director/Manager or Planning and Engineering Manager.

**Job Title: Sr. Telecommunications Analyst/Technician**

General/Specialized Experience: Has a minimum of 4 years of telecommunications experience.

Duties:

Typically found in organizations providing maintenance on an internal basis. Under general direction, responsible for maintenance of the switching equipment. Has high degree of technical expertise. Performs more complex activities for routine maintenance on switch. Reads and interprets circuit diagrams and electrical schematics. Acts as liaison for vendors during installation, rearrangement, and/or removal of equipment. Works with personnel at remote locations to identify system/network problems at those locations. May provide technical assistance/guidance to less experienced technicians.

**Job Title: Subject Matter Expert**

Advanced degree in specialty area, information technology, computer science, operations research, electrical engineering, or mathematics, or equivalent experience.

General/Specialized Experience:

Fifteen years (15) of progressively responsible experience involving information technology and related systems and often unique specialization. Recognized as an industry or specialty expert especially in the use of information processing, telecommunications, or security systems, through exposure such as publications, research, teaching, and speeches.

Duties:

Expert consulting in highly specialized, leading edge solutions involving information technologies and methodologies. Provides highly technical specialized guidance with regard to automated solutions to complex information processing problems. Often called upon as one of a few nationally recognized specialists with unique knowledge and skills.

**Job Title: Data Entry Clerk II**

High School Education with general computer knowledge with Microsoft office. General/Specialized Experience: Has a minimum of 4 years of data entry experience. Duties:

Maintain an accuracy rate of 99 percent or better and entry level of no less than (7) seven records per hour per data entry operator

**Job Title: Data Entry Clerk I**

High School Education with general computer knowledge with Microsoft office.

General/Specialized Experience: Has a minimum of 2 years of data entry experience.

Duties:

Maintains an accuracy rate of 95 percent or better and entry level of no less than (4) four records per hour per data entry operator

**Job Title: Sr. Systems Engineer**

Minimum/General Experience: A senior member of the technical staff with eight (8) years or more of experience in systems analysis and design for complex systems. Works closely with other engineering or technical disciplines, typically in areas that are highly complex in nature, requiring expert application of advanced engineering knowledge related to the client's technical requirements.

Functional Responsibility: Performs systems engineering work involving design, fabrication, application, planning, analysis, testing, evaluation, operation, specification development, documentation, and support of electrical, mechanical, or other devices and systems. May also include software engineering and responsibility for the design, development, modification, and troubleshooting of highly complex software applications and architectures for computer-based systems.

Minimum Education: Bachelor's Degree in an engineering discipline. May also hold an advanced degree.

**Job Title: Technical Writer/Editor**

Minimum/General Experience: A technical staff position with experience in editing and/or writing a wide variety of publications, electronic communications, and documents.

Functional Responsibility: Performs editing and writing for technical reports, manuals, instructions books, and related technical publications concerned with work methods, procedures, installation, operation, and maintenance of equipment. Organizes material and completes assignments according to client standards regarding order, clarity, conciseness, style, and terminology. May observe activities to determine operating procedures and details. Generates new material as well as edits, and standardizes or makes changes to material prepared by others.

Minimum Education: Bachelor's Degree, or no degree and five (5) years' experience.3)

**Job Title: Sr. Logistics Specialist**

Minimum/General Experience: Seven (7) years' experience (5 years with MS degree, or 9 years and no degree) related to the client's Logistics needs/functions and associated technical requirements. Experience includes other programs of similar complexity and scope, including technical leadership of logistics functions.

Functional Responsibility: Senior level Logistics services and technical leadership of Logistics functions

Minimum Education: BS/MS in Logistics, Industrial Engineering, Manufacturing, Mathematics, Statistical Analysis, Provisioning, Procurement, Acquisition, Distribution, or Business Management.

**Job Title: Technician**

Minimum/General Experience: Two (2) years related experience

Functional Responsibility: Data collection and preparation necessary to support engineering studies and reports.

Minimum Education: High school and 2 years academic training in a scientific, engineering, or technical field.