



GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST

SPECIAL ITEM NUMBER 518210C – CLOUD AND CLOUD-RELATED IT PROFESSIONAL SERVICES

SubSIN Category(s):

FSC/PSC Class D305 IT AND TELECOM- TELEPROCESSING, TIMESHARE, AND CLOUD COMPUTING

SPECIAL ITEM NUMBER 54151S - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES

FPDS Code D301	IT Facility Operation and Maintenance
FPDS Code D302	IT Systems Development Services
FPDS Code D306	IT Systems Analysis Services
FPDS Code D307	Automated Information Systems Design and Integration Services
FPDS Code D308	Programming Services
FPDS Code D310	IT Backup and Security Services
FPDS Code D311	IT Data Conversion Services
FPDS Code D316	IT Network Management Services
FPDS Code D399	Other Information Technology Services, Not Elsewhere Classified

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

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

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

Key Cyber Solutions LLC
313 East Broad St., Suite 203
Richmond, VA 23219
(P) 540-509-1270

Contract Administrator: AJ Mojaddidi, aj@keycybersolutions.com

Contract Number: **GS-35F-632GA**

Period Covered by Contract: **August 22, 2017 through August 21, 2022**

Business Size: **SBA Certified HUBZone Firm, Small Business**

Schedule Title: Multiple Award Schedule
Federal Supply Group: Information Technology

Pricelist current through Modification **#PS-A812**, dated **02/11/2020**.

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

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



CUSTOMER INFORMATION:

1. Awarded Special Item Number(s):

SIN	Description
518210C, 518210CRC	Cloud and Cloud-Related IT Professional Services
54151S, 54151SRC	Information Technology Professional Services
OLM, OLMRC	Order Level Materials

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract: Not Applicable.

1c. Descriptions of all corresponding commercial job titles with experience, functional responsibility and education are provided beginning on page 17.

2. **Maximum Order:** For SINs 518210C and 54151S - \$500,000
For SIN OLM - \$250,000

3. **Minimum Order:** \$100

4. **Geographic Coverage:** Domestic & Overseas

5. **Point of Production:** N/A

6. Prices Shown Herein are Net (discount deducted)

7. **Quantity Discount:** None

8. **Prompt Payment Terms:** Net 30

Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions

9a. Notification that Government purchase cards are accepted up to the micro-purchase threshold: Yes

9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold: Will accept.

10. **Foreign Items:** None

11. **Time of Delivery:** Key Cyber Solutions, LLC shall deliver or perform services in accordance with the terms negotiated in an agency's order.

11b. **Expedited Delivery:** Consult with Contractor



11c. Overnight/2-Day Delivery: Consult with Contractor

11d. Urgent Requirements: Consult with Contractor

12. FOB Point: Destination

13a. Ordering Address: Corp HQ
ATTN: AJ Mojaddidi
313 East Broad St., Suite 203
Richmond, VA 23219
540-509-1270
aj@keycybersolutions.com

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

14. Payment Address: Accounts Receivable
ATTN: AJ Mojaddidi
14402 Huntgate Woods Rd.
Midlothian, VA 23112
919-357-0500
aj@keycybersolutions.com

15. Warranty Provisions: Contractor's Standard Warranty

16. Export Packing charges: Not applicable

17. Terms and conditions of Government Purchase Card Acceptance: Contact Key Cyber Solutions, LLC for terms and conditions of Government Purchase Card acceptance.

18. Terms and conditions of rental, maintenance, and repair: Not applicable

19. Terms and conditions of installation: Not applicable

20b. Terms and conditions of repair parts: Not applicable

20b. Terms and conditions for any other services: Not applicable

20. List of service and distribution points: Not applicable

21. List of participating dealers: Not applicable

22. Preventive maintenance: Not applicable



- 24a. Environmental attributes**, e.g., recycled content, energy efficiency, and/or reduced pollutants:
Not applicable

- 24b.** Contact Key Cyber Solutions, LLC for Section 508 compliance information. The EIT standards can be found at: <http://www.section508.gov>

- 25. DUNS Number:** 07-976-1535

- 26.** Key Cyber Solutions, LLC is registered in the System for Award Management (SAM) database.



TERMS AND CONDITIONS APPLICABLE TO PURCHASE OF CLOUD AND CLOUD-RELATED IT PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 518210C)

1. SCOPE

The prices, terms and conditions stated under Special Item Number (SIN) 518210C Cloud and Cloud-Related IT Professional Services apply exclusively to Cloud Computing Services within the scope of this Multiple Award Schedule.

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

The scope of this SIN is limited to cloud capabilities provided entirely as a service. Hardware, software and other artifacts supporting the physical construction of a private or other cloud are out of scope for this SIN. Currently, an Ordering Activity can procure the hardware and software needed to build on premise cloud functionality, through combining different services on other MAS SINs (e.g. 54151S).

Sub-categories in scope for this SIN are the three NIST Service Models: Software as a Service (SaaS), Platform as a Service (PaaS), and Infrastructure as a Service (IaaS). Offerors may optionally select a single sub-category that best fits a proposed cloud service offering. Only one sub-category may be selected per each proposed cloud service offering. Offerors may elect to submit multiple cloud service offerings, each with its own single sub-category. The selection of one of three sub-categories does not prevent Offerors from competing for orders under the other two sub-categories.

See service model guidance for advice on sub-category selection.

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

2. DESCRIPTION OF CLOUD COMPUTING SERVICES AND PRICING

We have partnered with Cirrus Data Solutions to offer an Infrastructure as a Service (IaaS) private cloud solution that allows customers to have a fully turn-key caching solution for addressing their storage needs. The service is called Cache as a Service (CaaS) and allows our customers to have access to a pool of cache storage on their premise managed through the cloud across multiply locations in their environment.

SIN 518210C, 518210CRC GSA Pricing:

Product	UOI	Rate
DCS Cloud Cache Server as a Monthly Service (1yr Min)	Per Terabyte	\$998.16
DCS Cloud Cache Server Set Up for Monthly Service	Each	\$5,037.78

The table below outlines how this service meets Guidance on NIST Essential Characteristics:

Characteristic	How Requirements Are Met
On-Demand Self-Service	<ul style="list-style-type: none"> Customer can order additional cache using the online provision tool provided by the Cirrus Cache-as-a-Service (CaaS) model. The service console is directly accessible for customer using a secure username and password
Broad Network Access	<ul style="list-style-type: none"> Cirrus Software is available both locally and on the cloud. Customer could conduct order activities for services over standard agency networks. This service can be accessed and consumed using standard devices such as browsers, tablets and mobile phones as long as proper passwords and security protocols where met.
Resource Pooling	<ul style="list-style-type: none"> The Data Caching Server (DCS) pool of resources could be deployed from a common pool maintained by the customer. This pool is available regionally at the customer facility. The caching service is automatically and dynamically allocated by the customer as needed.
Rapid Elasticity	<ul style="list-style-type: none"> The online Cirrus Dashboard allowed for rapid provisioning and de-provisioning commensurate with demand based on operational needs. If the customer noticed issues using the storage I/O analyzer, it could easily increase or decrease caching as needed. This could be done in minutes without impact to production.
Measured Service	<ul style="list-style-type: none"> Through the online console the customer could see its current measured service report and add additional capacity as needed. The pool of DCS services are charged per size of appliance pool and billed monthly as a utility. All relevant metrics are stored online for SLA and OLA requirements as well as billing information.

The deployment model used is a Private Cloud Model. The table below outlines our deployment model to meet NIST Guidance.

Deployment Model	How Requirements Are Met
Private Cloud	The caching services were available only for Customer and its affiliates. The service is provided exclusively for the benefit of a Customer and its components; access from outside the organization is prohibited unless provided by system administrator.

Our CaaS solution is closely aligned with the NIST service model Infrastructure as a Service (IaaS). The table below highlights how the guidance is met.

Deployment Model	How Requirements Are Met
Infrastructure as a Service (IaaS)	Our IaaS model for service is based on hardware appliances for storage devices. The DCS tool offered Caching on demand from the shared pool of storage provided. This allowed the customer to deploy additional cache

	storage capabilities to their virtual and physical environments across multiply locations for various applications.
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3. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character.

a. Acceptance Testing

Any required Acceptance Test Plans and Procedures shall be negotiated by the Ordering Activity at task order level. The Contractor shall perform acceptance testing of the systems for Ordering Activity approval in accordance with the approved test procedures.

b. Training

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

c. Information Assurance/Security Requirements

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

d. Related Professional Services

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

e. Performance of Cloud Computing Services

The Contractor shall respond to Ordering Activity requirements at the Task Order level with proposed capabilities to Ordering Activity performance specifications or indicate that only standard specifications are offered. In all cases the Contractor shall clearly indicate standard service levels, performance and scale capabilities.

The Contractor shall provide appropriate cloud computing services on the date and to the extent and scope agreed to by the Contractor and the Ordering Activity.

f. Reporting

The Contractor shall respond to Ordering Activity requirements and specify general reporting capabilities available for the Ordering Activity to verify performance, cost and availability.

In accordance with commercial practices, the Contractor may furnish the Ordering Activity/user with a monthly summary Ordering Activity report.

4. RESPONSIBILITIES OF THE ORDERING ACTIVITY

The Ordering Activity is responsible for indicating the cloud computing services requirements unique to the Ordering Activity. Additional requirements should not contradict existing SIN Multiple Award Schedule Terms and Conditions. Ordering Activities should include (as applicable) Terms & Conditions to address Pricing, Security, Data Ownership, Geographic Restrictions, Privacy, SLAs, etc.

Cloud services typically operate under a shared responsibility model, with some responsibilities assigned to the Cloud Service Provider (CSP), some assigned to the Ordering Activity, and others shared between the two. The distribution of responsibilities will vary between providers and across service models.

Ordering activities should engage with CSPs to fully understand and evaluate the shared responsibility model proposed. Federal Risk and Authorization Management Program (FedRAMP) documentation will be helpful regarding the security aspects of shared responsibilities, but operational aspects may require additional discussion with the provider.

a. Ordering Activity Information Assurance/Security Requirements Guidance

- i. The Ordering Activity is responsible for ensuring to the maximum extent practicable that each requirement issued is in compliance with the Federal Information Security Management Act (FISMA) as applicable.
- ii. The Ordering Activity shall assign a required impact level for confidentiality, integrity and availability (CIA) prior to issuing the initial statement of work.² The Contractor must be capable of meeting at least the minimum security requirements assigned against a low-impact information system in each CIA assessment area (per FIPS 200) and must detail the FISMA capabilities of the system in each of CIA assessment area.
- iii. Agency level FISMA certification, accreditation, and evaluation activities are the responsibility of the Ordering Activity. The Ordering Activity reserves the right to independently evaluate, audit, and verify the FISMA compliance for any proposed or awarded Cloud Computing Services.
- iv. The Ordering Activity has final responsibility for assessing the FedRAMP status of the service, complying with and making a risk-based decision to grant an Authorization to Operate (ATO) for the cloud computing service, and continuous monitoring. A memorandum issued by the Office of Management and Budget (OMB) on Dec 8, 2011 outlines the responsibilities of Executive departments and agencies in the context of FedRAMP compliance.³
- v. Ordering activities are responsible for determining any additional information assurance and security related requirements based on the nature of the application and relevant mandates.

b. Deployment Model

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

c. Delivery Schedule

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

d. Interoperability

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

e. Performance of Cloud Computing Services

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

f. Reporting

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

g. Privacy

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

h. Accessibility

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

i. Geographic Requirements

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

j. Data Ownership and Retrieval and Intellectual Property

Intellectual property rights are not typically transferred in a cloud model. In general, CSPs retain ownership of the Intellectual Property (IP) underlying their services and the customer retains

ownership of its intellectual property. The CSP gives the customer a license to use the cloud services for the duration of the contract without transferring rights. The government retains ownership of the IP and data they bring to the customized use of the service as spelled out in the FAR and related materials.

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

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

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

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

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

k. Service Location Distribution

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

- Physical locations underlying the cloud are numerous enough to provide continuity of operations and geographically separate enough to avoid an anticipated single point of failure within the scope of anticipated emergency events.
- Service endpoints for the cloud are able to meet anticipated performance requirements in terms of geographic proximity to service requestors.

Note that cloud providers may address concerns in the form of minimum distance between service locations, general regions where service locations are available, etc.



I. Related Professional Services

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

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



**TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT)
PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 54151S)**

1. SCOPE

- a. The prices, terms and conditions stated under Special Item Number 54151S Information Technology Professional Services apply exclusively to IT Services within the scope of this Multiple Award 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 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 Services.

9. INDEPENDENT CONTRACTOR

All IT Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering 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 services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress



payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:

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

13. RESUMES

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

14. INCIDENTAL SUPPORT COSTS

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

15. APPROVAL OF SUBCONTRACTS

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



16. DESCRIPTION OF IT/IAMPROFESSIONAL SERVICES AND PRICING

Key Cyber Solutions, LLC Labor Category Rates

For SIN 54151S, 54151SRC

Labor Category	08/22/17	08/22/18	08/22/19	08/22/20	08/22/21
	-	-	-	-	-
	08/21/18	08/21/19	08/21/20	08/21/21	08/21/22
Agile Project Manager/SCRUM Master	\$106.63	\$108.33	\$110.06	\$111.82	\$113.60
Cloud Solutions Architect III	\$123.42	\$125.39	\$127.39	\$129.42	\$131.49
Cyber Security Specialist II	\$74.05	\$75.23	\$76.43	\$77.65	\$78.89
Network Engineer II	\$74.05	\$75.23	\$76.43	\$77.65	\$78.89
Program Manager	\$106.63	\$108.33	\$110.06	\$111.82	\$113.60
Project Manager II	\$74.05	\$75.23	\$76.43	\$77.65	\$78.89
Systems Engineer III	\$106.63	\$108.33	\$110.06	\$111.82	\$113.60



Key Cyber Solutions, LLC Labor Category Descriptions

Agile Project Manager/ SCRUM Master II

Functional Responsibility: Responsible for the coordination and implementation of assigned projects. Takes project from original concept through final implementation. Responsible for day to day management and oversight of projects with Technology. This includes project planning, developing user stories, scheduling, coordinating many teams to ensure delivery and release of software systems, and actively engaging other members of the Technology team.

Minimum Education: Bachelor's

Minimum Experience: 5 years

Cloud Solutions Architect III

Functional Responsibility: Responsible for operating cloud-based systems with the primary objectives of client satisfaction, incident-free operations, and system uptime. Serves subject-matter-experts on the core components that together make up the foundation on which cloud-based platforms run. Designs, tests, implements, manages, and maintains business-critical data platforms. Evaluates hardware, software, and services relating to data platforms. Proactively maintains, monitors, and manages the servers and services that make up our platforms. Creates and maintains comprehensive documentation for supported platforms. Provides escalation support, mentoring, and guidance to other parts of the organization. Leads development of business continuity and disaster recovery plans, process, and procedures.

Minimum Education: Bachelor's

Minimum Experience: Ten years

Cyber Security Specialist II

Functional Responsibility: Gathers and organizes technical information about an organization's mission goals and needs, IT infrastructure, and existing security/IA products. Assists in developing security/IA policies, procedures, and standards. Works with customer to minimize risks and assess and secure networks. Evaluates and recommends security products for various platforms and initiatives. May act as a project leader and provide technical leadership and guidance.

Minimum Education: Bachelor's

Minimum Experience: Eight years

Network Engineer II

Functional Responsibility: Evaluates and upgrades communication hardware and software, troubleshoots LAN/MAN/WAN and other network-related problems, and provides technical expertise for performance and configuration of networks. Performs and supervises general voice and data network administration, provides technical leadership in the integration and testing of complex large-scale networks. Schedules network conversions and cutovers. Oversees network control center. Supervises maintenance of network systems, including PBXs, ACDs, routers, bridges, multiplexers, LAN hubs, and ATM switches. Coordinates with all responsible users and sites.

Minimum Education: Bachelor's

Minimum Experience: Five years

Program Manager

Functional Responsibility: Oversees program development, contracts, funds, and resources. Operates within client guidance contractual limitations, and company business and policy directives. Supervises and monitors personnel activities include new hires, terminations, salary and performance management.

Minimum Education: Bachelor's

Minimum Experience: Ten years

Project Manager II

Functional Responsibility: Coordinates all subordinate activities. Reviews all work products to assure they meet professional standards and the assignment's objective. Maintains accountability of all the contractor's personnel work schedules and time cards (hours worked, annual leave, and sick leave). Communicates client's needs and company-related business with the contractor's personnel. Collaborates with COR to coordinate necessary activities.

Minimum Education: Bachelor's

Minimum Experience: Five years

Systems Engineer III

Functional Responsibility: Continually assesses performance of appropriate software systems to identify and correct problems which impact operation efficiency and work quality. Maintains active liaison with user personnel to ensure continuing responsiveness of applicable system software user requirements. Analyzes performance indicators such as system response time and number of programs being processed to ensure operational efficiency. Designs, codes, installs, and maintains appropriate systems software program(s). Identifies, evaluates, tailors, and directs implementation of vendor-supplied software packages. Performs special system regeneration where applicable to reflect changes in peripheral configuration. Ensures maintenance of adequate software systems documentation. Recommends to management the purchase or lease of system software packages and related hardware and provides technical assistance to less experienced systems software personnel in the resolution of complex system-related problems. Trains users in applications programming and other user personnel in the use of systems software and related hardware. May perform other duties as assigned. Has prime accountability for the maintenance and operating efficiency of a major subsystem, such as the teleprocessing network, database management systems, etc.

Minimum Education: Bachelor's

Minimum Experience: Ten years

Experience & Degree Substitution Equivalencies

Experience exceeding the minimum shown may be substituted for education. Likewise, education exceeding the minimum shown may be substituted for experience.

Equivalent Degree

Equivalent Experience

Associate's	2 years relevant experience
Bachelor's	Associate's degree + 2 years relevant experience or 4 years relevant experience
Master's	Bachelor's plus 2 years relevant experience or Associate's degree + 4 years relevant experience or 6 years relevant experience
Doctorate	Master's + 2 years relevant experience or Bachelor's + 4 years or Associate's + 6 years relevant experience or 8 years relevant experience