



ISO 9001:2015, ISO 27001:2018; ISO 20001; CMMI DEV ML 3; CMMI SVC ML 3
SBA Certified 8(a), HUBZone Small Business
US Dept. of Treasury's Small Business Prime Contractor of the Year

**AUTHORIZED
MULTIPLE AWARD SCHEDULE PRICELIST GENERAL PURPOSE
COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT,
SOFTWARE AND SERVICES**

General Description of Services

SD Solutions, LLC provides a comprehensive list of professional services in the areas of Information Technology.

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 D313 Computer Aided Design/Computer Aided Manufacturing (CAD/CAM) Services
- FPDS Code D316 IT Network Management Services
- FPDS Code D317 Creation/Retrieval of IT Related Automated News Services, Data Services, or Other Information Services (All other information services belong under Schedule 76)
- FPDS Code D399 Other Information Technology Services, Not Elsewhere Classified



SD SOLUTIONS LLC
Quality. Solutions. Delivered.

HUBZone Office: 58 West Main Street, Suite B, Luray VA 22835
Registered Office: 8000 Towers Crescent Dr Suite 1700 Vienna VA 22182
Phone: 540-860-0920 Fax: 703-988-9999
www.sdsolutionsllc.com

Contract Number: GS-35F-202CA
Period Covered by Contract: February 24, 2020 to February 23, 2025

General Services Administration
Federal Acquisition Service

Products and ordering information in this Authorized Information Technology Schedule Pricelist are also available on the GSA Advantage! System (<http://www.gsaadvantage.gov>).



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USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS

PREAMBLE

SD Solutions, LLC 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 **Balaji Venkatesan, Phone: 540-860-0920, bvenkatesan@sdsolutionsllc.com, Fax: 703-988-9999.**

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! on-line shopping service (www.gsaadvantage.gov). The catalogs/pricelists,



GSA Advantage! and the Federal Acquisition Service Home Page (www.gsa.gov/fas) 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 54151S Wireless Services ONLY, if awarded, list the limited geographic coverage area: N/A

2. CONTRACTOR’S ORDERING ADDRESS AND PAYMENT INFORMATION:

**SD Solutions, LLC
8000 Towers Crescent
Dr Suite 1700
Vienna VA 22182**

Contractors are required to accept credit cards for payments equal to or less than the micro-purchase for oral or written orders under this contract. The Contractor and the ordering agency may agree to use a credit card for dollar amounts over the micro-purchase threshold (See GSAR 552.232-79 - Payment by Credit Card). 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: **540-860-0920**

3. LIABILITY FOR INJURY OR DAMAGE



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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 Contractor, unless such injury or damage is due to the fault or negligence of the Contractor.



4. STATISTICAL DATA FOR GOVERNMENT ORDERING OFFICE COMPLETION OF STANDARD FORM 279:

- Block 9: G. Order/Modification Under Federal Schedule Contract
- Block 16: Universal Entity Item (UEI) Number: **MKRMA48ZFBY3**
- Block 30: Type of Contractor: **A. Small Disadvantaged Business**
- 4a. CAGE Code: **6C8S7**
- 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)
54151S	30 Days

- b. URGENT REQUIREMENTS: When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering 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% -30 days from receipt of invoice or date of acceptance, whichever is later
- b. Quantity: None
- c. Dollar Volume:
 - a. Additional 0.5% for \$500,000 to \$1,500,000 (Total Discount 16.5%)
 - b. Additional 1% for above \$1,500,001 (Total Discount 17%)
- d. Other Special Discounts (i.e. Government Education Discounts, etc.): Government Educational Institutions are offered the same discounts as all other Government customers.

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:

10. SMALL REQUIREMENTS:

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

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

The Maximum Order for the following Special Item Numbers (SINs) is \$500,000:
Special Item Number 54151S - Information Technology Professional Services

12. ORDERING PROCEDURES 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 at 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.gsaadvantage.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. 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.
- c. The maintenance/repair service provided is the standard commercial terms and conditions for the type of products and/or services awarded.

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:

None

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 receive 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, de-installation, and reinstallation services under SIN 132-8 or 132-9.

23. SECTION 508 COMPLIANCE.

I certify that in accordance with 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d), FAR 39.2, and the Architectural and Transportation Barriers Compliance Board Electronic and Information Technology (EIT) Accessibility Standards (36 CFR 1194) General Services Administration (GSA), that all IT hardware/software/services are 508 compliant:

Yes

The offeror is required to submit with its offer a designated area on its website that outlines the Voluntary Product Accessibility Template (VPAT) or equivalent qualification, which ultimately becomes the Government Product Accessibility Template (GPAT). Section 508 compliance information on the supplies and services in this contract are available at the following website address (URL): www.sdsolutionsllc.com

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



24. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES.

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

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

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

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)



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BPA NUMBER _____

(CUSTOMER NAME)
BLANKET PURCHASE AGREEMENT



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

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

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

- (2) Delivery:

DESTINATION	DELIVERY SCHEDULES / DATES
_____	_____
_____	_____
_____	_____

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

- (4) This BPA does not obligate any funds.

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

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

OFFICE	POINT OF CONTACT
_____	_____
_____	_____
_____	_____

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

- (8) Unless otherwise agreed to, all deliveries under this BPA must be accompanied by delivery tickets or sales slips that must contain the following information at 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 an 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 of 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 customer’s 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.



TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT)
PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 54151S) AND IDENTITY
ACCESS MANAGEMENT PROFESSIONAL SERVICES
(SPECIAL ITEM NUMBER 132-60F)

1. SCOPE

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

2. PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000)

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

3. ORDER

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



4. PERFORMANCE OF SERVICES

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

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

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

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

6. INSPECTION OF SERVICES

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS –COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts 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 (Dec 2007) Rights in Data – General, may apply.

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT/IAM Professional Services.

9. INDEPENDENT CONTRACTOR

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

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

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

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

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

b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize,

or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

11. INVOICES

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

12. PAYMENTS

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

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

13. RESUMES

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

14. INCIDENTAL SUPPORT COSTS

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

15. APPROVAL OF SUBCONTRACTS



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

16. DESCRIPTION OF IT/IAM PROFESSIONAL SERVICES AND PRICING

a. The Contractor shall provide a description of each type of IT/IAM Service offered under Special Item Numbers 54151S IT/IAM Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

b. Pricing for all IT/IAM Professional Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.

16.1. Commercial Job Title: Analyst

Minimum/General Experience: Six years of relevant experience with at least two years of specialized experience.

Responsibilities: Under general supervision, uses current information security technology disciplines and practices to ensure the confidentiality, integrity and availability of corporate information assets in accordance with established standards and procedures. Develops and maintains knowledge base on changing regulatory, threat, and technology landscapes to continually develop or maintain security policies and standards, and ensure compliance throughout the organization.

Functional Responsibilities:

Analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems.

Designs, develops, engineers, and implements solutions that meet network security requirements.

Performs vulnerability/risk analyses of computer systems and applications during all phases of the system development life cycle

Performs systems analysis of computer and networking systems.

Minimum Education: BA/BS Degree in related discipline.

16.2. Commercial Job Title: Cybersecurity Architect

Minimum / General Experience: Ten years of experience with four or more years of performing at lead role in IT Security, Information Assurance areas.

Functional Responsibilities: Provides minimally supervised support for difficult analysis and evaluation assignments. Has the ability to provide analysis and consulting to management level personnel. Performs analysis and evaluation of existing or proposed processes, applications, systems, or software. Performs



and/or may direct, project planning, scope, control, management, tracking, or review. May perform functional requirements gathering for projects. Performs analysis and evaluation throughout the process, application, system, or software development life-cycle which includes, but is not limited to: planning, requirements, design, acquisition, development, integration, installation/deployment, performance tuning, testing, or training. Performs, or may direct, document development/preparation at various stages of a project life-cycle (e.g., planning through implementation) to detail analysis results and solution recommendations. Assists with testing to support the project life-cycle, as applicable. Uses methodologies, modeling/estimating techniques, tools, applications, systems, software, or databases at advanced levels to perform assigned tasks.

Minimum Education: BA/BS Degree in related discipline.

16.3. Commercial Job Title: Principal Network Engineer

Minimum / General Experience: Eight years of related experience in support of communication systems or networks.

Functional Responsibilities: Supports the installation, testing, maintenance, and troubleshooting of operational systems or networks. Manages a variety of IT and telecommunications support functions, including trouble ticket management, service order entry, and/or configuration management. Directs the testing of IT, telecommunications, or RF systems in support of systems planning, assembly, installation, implementation, and maintenance using both manual and automated tools. Evaluates system problems of workflow, organization, and planning. Develops appropriate corrective action. Knowledgeable of applicable IT, telecommunications, or RF systems engineering techniques and the use of automated support tools. Performs all work in accordance with established standards.

Minimum Education BA/BS Degree in related discipline. Possesses Network Certifications such as CISCO, Network+, CCN

16.4. Commercial Job Title: Cybersecurity Program Manager

Minimum / General Experience: Ten years of professional and management experience in an information security, information assurance, cybersecurity, intelligence or related field.

Functional Responsibilities: Responsible for project oversight and direction. Ensures conformance with work standards; interprets policies, procedures, goals and objectives of the organization. Ensures appropriate resources are applied to the project. Nature of work involves complex information technology project management, strategic and tactical planning, coordination, control, and critical decision-making. Requires experience related to work being performed. May also involve complex technical engineering design and technology architectural tasks.

Minimum Education: BA/BS Degree in related discipline.

16.5. Commercial Job Title: Senior Consultant

Minimum / General Experience: Fifteen years of professional experience in a related field.



Functional Responsibilities: Provides expertise in application, systems software, and information security. Provides performance tuning. Undertakes analyses of complex hardware, software, and information technology and telecommunications issues. High degree of technical experience and performance. Work with senior executives and deliver expertise in communications, business analysis, business process reengineering and organizational change management.

Minimum Education: BA/BS Degree in related discipline.

16.6. Commercial Job Title: Program Manager

Minimum / General Experience: 10 Years of Experience Managing Large and Complex Projects or programs.

Functional Responsibilities: Responsible for many IT projects or significant segment of a large technology related complex project. Leads team on small to medium IT projects or significant segment of large complex projects. Translate customer technical requirements into formal agreements and plans to culminate in customer acceptance of results, or have acceptance in the targeted market, while meeting technical objectives. Works with client to identify technical requirements, and subsequently leads a team in the executing tasks of a project or segment of a project to produce the technical solution. Executes a wide range of process activities beginning with requirements through development, test and final delivery. Formulates partnerships between customer, suppliers and staff. Anticipates potential project related problems. Utilizes refined techniques for identifying, eliminating or mitigating technical risks. Understands customer, industry and technology trends, and applies this understanding to meet project objectives.

Minimum Education: BA/BS Degree in related discipline.

16.7. Commercial Job Title: Project Manager

Minimum / General Experience: Six years of professional and management experience

Functional Responsibilities: Responsible for project oversight and direction. Ensures compliance with Security standards, policies and best practices. Management of schedule, resources, budget. Manage complex tasks involving Information Technology Systems.

Minimum Education: BA/BS Degree in related discipline.

16.8. Commercial Job Title: System Administrator

Minimum / General Experience: Six years of related experience in support of computer systems administration.

Functional Responsibilities: Leads installation of new software releases and system upgrades, evaluates and installs patches, and resolves software related problems. Coordinates system backups and recovery. Maintains data files and monitors system configuration to ensure data integrity.



Minimum Education: BA/BS Degree in related discipline. Possesses Network Certifications such as CISCO, Network+, CCN

16.9. Commercial Job Title: QA Manager

Minimum / General Experience: Six years of experience with four or more years of performing at lead role in IT Quality Assurance tasks.

Functional Responsibilities: Develop Test Procedures, test reports, and lead Quality Assurance Testing tasks. Report results and metrics to the team members

Minimum Education: BA/BS Degree in related discipline.

16.10. Commercial Job Title: Senior Manager

Minimum / General Experience: Fifteen years of professional experience in a related field

Functional Responsibilities: Provides consulting advice in the areas of Information technology, Change Management, Executive Communications. Performs complex analytical and consulting tasks in Application Development, Enterprise Operations and Program Management Support functions in support of major and complex IT systems.

Minimum Education: BA/BS Degree in related discipline.

16.11. Commercial Job Title: SME III

Minimum / General Experience: This position requires twelve (12) years professional experience applying current information technology to the subject matter.

Functional Responsibilities: SME-III performs high-level studies, analysis and evaluations of recent designs, integrations, documentation and implementation of similar complex projects. SME-III will prepare technical reports and related documentation, charts, graphs and flowcharts to record results as required.

Minimum Education: Bachelor's Degree in Computer Science, Information Systems, Engineering, Business Management Sciences or other related scientific or technical discipline.

16.12. Commercial Job Title: SME II

Minimum / General Experience: This position requires ten (10) years professional experience applying current information technology to the subject matter.





Functional Responsibilities: SME-II performs high-level studies, analysis and evaluations of recent designs, integrations, documentation and implementation of similar complex projects. SME-II will prepare technical reports and related documentation, charts, graphs and flowcharts to record results as required

Minimum Education: Bachelor's Degree in Computer Science, Information Systems, Engineering, Business Management Sciences or other related scientific or technical discipline.

16.13. Commercial Job Title: Senior Technical Consultant

Minimum / General Experience: Five years of experience in IT systems implementation and management, with at least two years' experience in investigative software technologies and database development.

Functional Responsibilities: Will advise and provide expertise on various IT systems and other investigative software technologies, such as packaged enterprise software tools and other premium market-driven technologies. On projects, they oversee and consult with project teams and interact with clients at the executive level. The Senior Technical Consultant oversees the development of new business process architectures, definition of information systems requirements, design and manage databases and perform workflow analyses.

Minimum Education: A Bachelor's degree in Science, Business, Engineering, or an Applied Science.

16.14. Commercial Job Title: Admin Specialist

Minimum / General Experience: At least (10) ten years

Functional Responsibilities: The Admin Specialist performs in business operations functional areas such as finance, contracts, subcontracts, and purchasing or administrative positions such as executive secretary, documentation control manager, and senior technical librarian. The Admin, Specialist position contributes to the development of concepts, techniques, and standards. It is a senior position whose skills are used to support business related activities and supervises other admin personnel.

Minimum Education: Bachelor's degree (or equivalent) in mathematics, business, or related field. Associate Degree may be substituted for a Bachelor's degree and eight- (8) year's experience.

16.15. Commercial Job Title: Senior Business Consultant

Minimum / General Experience: Minimum of 7 years of task leadership experience with a minimum of 5 years of discrete experience in Real Estate (RE) or Facilities Management (FM) domains.

Functional Responsibilities: The role of Senior Business Consultant is to lead and manage the successful delivery of business analytics, system design and performance, and business process improvements to drive strategic business objectives. The Sr. Business consultant provides strategic insight and direction in developing



innovative and cost effective solutions and assist in the development and delivery of project objectives and strategic plans, including change and risk management.

Minimum Education: Undergraduate degree or equivalent work experience directly within functional area addressed by role.

16.16. Applications Programmer

Minimum / General Experience: Five years of experience in IT systems implementation and management.

Functional Responsibilities: Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Designs, codes, tests, debugs, and documents.

Minimum Education: BA/BS Degree in related discipline

16.17. Applications Systems Analyst/Programmer - Senior

Minimum / General Experience: Seven years of experience in IT systems implementation and management.

Functional Responsibilities: Under general direction, formulates and defines system scope and objectives. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Prepares detailed specifications from which programs will be written. Designs, codes, tests, debugs, and documents those programs. Competent to work at the highest technical level of all phases of applications systems analysis and programming activities. May be responsible for completion of a phase of a project. Regularly provides guidance and training to less-experienced analyst/programmers.

Minimum Education: BA/BS degree in related discipline. Five years of work experience may be substituted for Bachelor's degree

16.18. Consultant

Minimum / General Experience: Seven years of experience in IT systems implementation and management.

Functional Responsibilities: Works with end user groups to evaluate and solve technical problems. Evaluates existing systems and/or user needs to analyze, design, recommend, and implement system changes.

Minimum Education: BA/BS degree in related discipline. Five years of work experience may be substituted for Bachelor's degree

16.19. Data Architect



Minimum / General Experience: Seven years of experience in Data Architecture, Design, implementation and management.

Functional Responsibilities: Designs and builds relational databases. Develops strategies for data acquisitions, archive recovery, and implementation of a database. Works in a data warehouse environment, which includes data design, database architecture, metadata and repository creation. Translates business needs into long-term architecture solutions. Defines, designs, and builds dimensional databases. Develops data warehousing blueprints, evaluating hardware and software platforms, and integrating systems. Evaluates reusability of current data for additional analyses. Reviews object and data models and the metadata repository to structure the data for better management and quicker access.

Minimum Education: BA/BS degree in related discipline. Five years of work experience may be substituted for Bachelor's degree

16.20. Data Warehousing Analyst

Minimum / General Experience: Five years of Data warehousing analysis.

Functional Responsibilities: Works in a data warehouse environment, which includes data design, database architecture, metadata and repository creation. Reviews data loaded into the data warehouse for accuracy. Responsible for the development, maintenance and support of an enterprise data warehouse system and corresponding data marts. Troubleshoots and tunes existing data warehouse applications. Conducts research into new data warehouse applications and determines viability for adoption. Assists in establishing development standards. Evaluates existing subject areas stored in the data warehouse. Incorporates existing subject areas into an enterprise model. Creates new or enhanced components of the data warehouse.

Minimum Education: BA/BS degree in related discipline. Five years of work experience may be substituted for Bachelor's degree

16.21. Data Warehousing Programmer:

Minimum / General Experience: Five years of experience in Data Warehousing Programming.

Functional Responsibilities: Responsible for product support and maintenance of the data warehouse. Performs data warehouse design and construction. Codes and documents scripts and stored procedures. Designs/implements data strategy methods. Develops appropriate programs and systems documentation. Assists with Meta data repository management. Prepares/implements data verification and testing methods for the data warehouse. Creates index and view scripts.

Minimum Education: BA/BS degree in related discipline. Five years of work experience may be substituted for Bachelor's degree

16.22. Data Warehousing Project Manager

Minimum / General Experience: 10 years Project Management with 3 years of managing Data Warehouse projects.



Functional Responsibilities: Works in a data warehouse environment, which includes data design, database architecture, metadata and repository creation. Responsible for leading data warehouse team in development and enhancements of the data warehouse user interface. Establishes user requirements. Creates new standards and procedures related to end user and internal interface development. Works with Data Architect on technical issues and system architecture definition. Translates high-level work plans and converts to detailed assignments for team members. Monitors status of assignments and reviews work for completion and quality. Typically requires more than five years of experience.

Minimum Education: BA/BS degree in related discipline. Five years of work experience may be substituted for Bachelor's degree

16.23. Data/Configuration Management Specialist

Minimum / General Experience: Seven years of experience in IT systems implementation and management with 3 years of Configuration and Data Management Experience.

Functional Responsibilities: Provides configuration management planning. Describes provisions for configuration identification, change control, configuration status accounting, and configuration audits. Regulates the change process so that only approved and validated changes are incorporated into product documents and related software.

Minimum Education: BA/BS degree in related discipline. Five years of work experience may be substituted for Bachelor's degree

16.24. Database Administrator

Minimum / General Experience: Seven years of experience in IT Database Management and Administration.

Functional Responsibilities: Participates in the design, creation, and maintenance of computerized databases. 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 needs. Consults with and advises users on access to various databases. Works directly with users to resolve data conflicts and inappropriate data usage. Directs the maintenance and use of the corporate data dictionary.

Minimum Education: BA/BS degree in related discipline. Five years of work experience may be substituted for Bachelor's degree

16.25. Database Analyst/Programmer - Senior

Minimum / General Experience: Seven years of Programming with at least two years of Database Programming and management.



Functional Responsibilities: Under general direction, designs, implements and maintains complex database with respect to JCL, access methods, access time, device allocation, validation checks, organization, protection and security, documentation and statistical methods. Includes maintenance of database dictionaries, overall monitoring of standards and procedures and integration of systems through database design. Competent to work at the highest level of all phases of database management.

16.26. Electronic Data Interchange (EDI) Manager

Minimum / General Experience: Five years of experience in IT systems implementation and management.

Functional Responsibilities: Responsible for daily electronic data interchange (EDI) operations of an organization. Develops and executes strategies for Internet-based interchange capabilities. Coordinates and implements new EDI methods and systems and enhances and upgrades the existing systems. Finds EDI solutions for business operations. Establishes and maintains communications and trading partner routings, including online orders and fulfillment systems. Audits the quality of data provided, provides security and backup, and ensures system disaster recovery processes are in place. Resolves trading partner's technical problems involving EDI. Develops technical design documentation. Ensures customer/vendor agreements meet legal requirements. Responsible for internal training of EDI and related staff.

Minimum Education: BA/BS degree in related discipline. Five years of work experience may be substituted for Bachelor's degree

16.27. Electronic Data Interchange (EDI) Specialist

Minimum / General Experience: Seven years of experience in IT systems implementation and management with at least two years of EDI experience.

Functional Responsibilities: Provides support for EDI database analysis, design, and operations. Establishes and maintains communications within organization and with partners. Conducts and manages product evaluations. Provides product installation, configuration, and training. Performs systems maintenance to update records, specifications, and operating procedures of partner systems. Maintains EDI account transaction activities. Frequently reports to an Electronic Data Interchange Manager.

Minimum Education: BA/BS degree in related discipline. Five years of work experience may be substituted for Bachelor's degree

16.28. ERP Business/Architectural Specialist

Minimum / General Experience: Seven years of experience in IT systems implementation and management with at least two years of ERP experience

Functional Responsibilities: Adapts functional business requirements and processes to technical solutions based upon comprehensive enterprise application solution sets. Enterprise resource planning and



management processes, including but not limited to: knowledge management, investment analysis, data warehousing, e-commerce, return on investment analysis, human resource analysis, material management and logistics, supply chain management, procurement, ordering, manufacturing, decision support, and information dissemination.

Minimum Education: BA/BS degree in related discipline. Five years of work experience may be substituted for Bachelor's degree

16.29. ERP Business Analyst - Senior

Minimum / General Experience: Seven years of Business Analysis experience in IT systems implementation and management with at least two years of ERP experience.

Functional Responsibilities: Under general direction, serves as senior subject matter expert associated with content, processes, and procedures associated with ERP. Defines detailed requirements, analyzes business needs, and validates solutions with the client. Details requirements through product development and other functions to support the project team. Monitors other business analysts in software development methods and processes and implementation of those methods. Evaluates development projects and assists in tailoring the development process to meet the project needs.

Minimum Education: BA/BS degree in related discipline. Five years of work experience may be substituted for Bachelor's degree

16.30. Graphics Specialist

Minimum / General Experience: Five years of Graphics design and development.

Functional Responsibilities: Responsible for graphics design and use, operation, and setup of computer graphic systems for business communications. Executes graphic projects and assists in coordination of all graphic production scheduling. Coordinates production support with outside vendors, as needed. Ensures that graphic projects are completed on time, within budget, and to user's satisfaction. Interfaces with users to determine scope of project and best graphic medium. Trains other personnel in proper use of computer graphic equipment. Troubleshoots computer equipment problems and performs minor preventive maintenance. Frequently reports to a department manager or information systems management.

Minimum Education: BA/BS degree in related discipline. Five years of work experience may be substituted for Bachelor's degree

16.31. Help Desk Manager

Minimum / General Experience: Seven years of Helpdesk experience at least two years of supervisory experience.

Functional Responsibilities: Has overall responsibility for help desk operations associated with the identification, prioritization and resolution of reported problems. Ensures that all phases of help desk support



are properly coordinated, monitored, logged, tracked and resolved appropriately. May maintain responsibility for development, maintenance and integrity of help desk software.

Minimum Education: BA/BS degree in related discipline. Five years of work experience may be substituted for Bachelor's degree

16.32. Help Desk Specialist

Minimum / General Experience: Three years of Helpdesk or Customer Support experience.

Functional Responsibilities: Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution.

Minimum Education: BA/BS degree in related discipline. Five years of work experience may be substituted for Bachelor's degree

16.33. Help Desk Support Services Specialist - Senior

Minimum / General Experience: Five years of Helpdesk or Customer Support experience.

Functional Responsibilities: Under general direction, provides second-tier support to end users for either PC, server, or mainframe applications and hardware. Handles problems that the first-tier of help desk support is unable to resolve. May interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Maintains currency and highest level of technical skill in field of expertise.

Minimum Education: BA/BS degree in related discipline. Five years of work experience may be substituted for Bachelor's degree

16.34. Information Assurance Engineer

Minimum / General Experience: Five years of IT, Information Assurance or Cybersecurity Experience.

Functional Responsibilities: Establishes and satisfies complex system-wide information security requirements based upon the analysis of user, policy, regulatory, and resource demands. Supports customers at the highest levels in the development and implementation of doctrine and policies. Applies know-how to government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures.

Minimum Education: BA/BS degree in related discipline. Five years of work experience may be substituted for Bachelor's degree

16.35. Information Assurance Systems/Network Specialist



Minimum / General Experience: Five years of IT, Information Assurance or Network Experience.

Functional Responsibilities: Installs, configures and maintains organization's operating systems. Analyzes and resolves problems associated with server hardware, applications software. Detects, diagnoses, and reports related problems on both server and desktop systems. Performs a wide variety of tasks in software/hardware maintenance and operational support of Server systems.

Minimum Education: BA/BS degree in related discipline. Five years of work experience may be substituted for Bachelor's degree

16.36. Information Services Consultant

Minimum / General Experience: Seven years of IT, Information Assurance or Cybersecurity Experience.

Functional Responsibilities: Top-level technical expert supporting unlimited end user groups. Works with user groups to solve business problems with available technology including hardware, software, databases, and peripherals. Requires high level of diverse technical experience related to studying and analyzing systems needs, systems development, systems process analysis, design, and re-engineering. Has skills and experience related to business management, systems engineering, operations research, and management engineering. Typically requires specialization in particular software or business application utilized in an end user environment. Keeps abreast of technological developments and applications.

Minimum Education: BA/BS degree in related discipline. Five years of work experience may be substituted for Bachelor's degree

16.37. Information Systems Auditor - Senior

Minimum / General Experience: Five years of IT, Information Security Audit Experience.

Functional Responsibilities: Under general direction, audits the most complex new and existing information systems applications to ensure that appropriate controls exist, that processing is efficient and accurate, and that information systems procedures are in compliance with corporate standards. Competent to work at the highest level of all phases of information systems auditing.

Minimum Education: BA/BS degree in related discipline. Five years of work experience may be substituted for Bachelor's degree

16.38. Information Systems Training Specialist - Senior

Minimum / General Experience: Seven years of Training Experience.

Functional Responsibilities: Under general direction, organizes, prepares, and conducts complex training and educational programs for information systems or user personnel. May design and develop in-house programs. Maintains records of training activities, employee progress, and program effectiveness. Competent to work at the highest level of all phases of information systems training.



Minimum Education: BA/BS degree in related discipline. Five years of work experience may be substituted for Bachelor's degree

16.39. Network Engineer - Intermediate

Minimum / General Experience: Five years of Network, LAN or System Engineering Experience.

Functional Responsibilities: Under general supervision, oversees the purchase, installation, and support of network communications, including LAN/WAN systems. Works on problems of diverse scope where analysis of situation requires evaluation and judgment. Responsible for evaluating current systems. Assists in the planning of large-scale systems projects through vendor comparison and cost studies. Requires thorough knowledge of LAN/WAN systems, networks, and applications. Typically requires two to five years of experience.

Minimum Education: BA/BS degree in related discipline. Five years of work experience may be substituted for Bachelor's degree

16.40. Project Manager – Senior

Minimum / General Experience: 10 Years of PM Experience with 2 years of leading large and complex technical projects/

Functional Responsibilities: 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.

Minimum Education: BA/BS degree in related discipline. Five years of work experience may be substituted for Bachelor's degree

16.41. Quality Assurance Analyst - Senior

Minimum / General Experience: Five years of Quality Assurance, Quality Control or Testing Experience.

Functional Responsibilities: Under general direction, carries out procedures to ensure that all information systems, products and services meet organization standards and end-user requirements. Performs and leads tests of software to ensure proper operation and freedom from defects. May create test data for applications. Documents and works to resolve all complex problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Acts as information resource about assigned areas to technical writers and other Quality Assurance Analysts. Performs complex workflow analysis and recommends quality improvements.



Minimum Education: BA/BS degree in related discipline. Five years of work experience may be substituted for Bachelor's degree

16.42. Software Architect

Minimum / General Experience: Seven years of IT Experience with 3 years leading System Architecture for large and complex software projects.

Functional Responsibilities: Works independently designing and developing new software products or major enhancements to existing software. May lead a large development team in the design of highly complex software systems. Acts as highest-level technical expert, addressing problems of systems integration, compatibility, and multiple platforms. Responsible for project completion. Performs feasibility analysis on potential future projects to management.

Minimum Education: BA/BS degree in related discipline. Five years of work experience may be substituted for Bachelor's degree

16.43. Software Developer - Intermediate

Minimum / General Experience: Five years of IT, software design and development experience.

Functional Responsibilities: Under general supervision, develops codes, tests, and debugs new software or enhancements to existing software. Has good understanding of business applications. Works with technical staff to understand problems with software and resolve them.

Resolves customer complaints with software and responds to suggestions for improvements and enhancements. May assist in development of software user manuals. Requires two years experience in the field.

Minimum Education: BA/BS degree in related discipline. Five years of work experience may be substituted for Bachelor's degree

16.44. Software Developer - Senior

Minimum / General Experience: Seven years of IT, software design and development experience with at least 2 years in lead capacity.

Functional Responsibilities: Under general direction, participates as high-level technical expert in design development, coding, testing, and debugging new software or significant enhancements to existing software. Works with technical staff to understand problems with software and develops specifications to resolve them. Resolves customer complaints and responds to suggestions for improvements and enhancements. Participates in the development of software user manuals. May act as team leader on less complex projects. Assists in training less experienced software development staff. Requires five years experience in the field.



Minimum Education: BA/BS degree in related discipline. Five years of work experience may be substituted for Bachelor's degree

16.45. Systems Administrator - Senior

Minimum / General Experience: Seven years of system administration experience with at least 2 years in lead capacity.

Functional Responsibilities: Under general direction, responsible for activities related to system administration. Assigns personnel to various projects, directs their activities, and evaluates their work. Ensures long-term requirements of systems operations and administration are included in the overall information systems planning of the organization. Responsible for the installation, maintenance, configuration, and integrity of computer software. Implements operating system enhancements that will improve the reliability and performance of the system.

Minimum Education: BA/BS degree in related discipline. Five years of work experience may be substituted for Bachelor's degree

16.46. Systems Engineer

Minimum / General Experience: Five years of system engineering and administration experience.

Functional Responsibilities: Performs a variety of systems engineering tasks and activities that are broad in nature and are concerned with major systems design, integration, and implementation, including personnel, hardware, software, budgetary, and support facilities and/or equipment. Provides quality assurance review and the evaluation of new and existing software products.

Minimum Education: BA/BS degree in related discipline. Five years of work experience may be substituted for Bachelor's degree

16.47. Technical Writer

Minimum / General Experience: Five years of Technical experience.

Functional Responsibilities: Writes a variety of technical articles, reports, brochures, and/or manuals for documentation for a wide range of uses. Coordinates the display of graphics and the production of the document.

Minimum Education: BA/BS degree in related discipline. Five years of work experience may be substituted for Bachelor's degree

16.48. Telecommunications Engineer/Analyst - Senior

Minimum / General Experience: Seven years of IT, Telecommunication experience with at least 2 years in lead capacity.



Functional Responsibilities: Under general direction, responsible for complex engineering and/or analytical tasks and activities associated with one or more technical areas within the telecom function such as, but not limited to, network design, engineering, implementation, or operations/user support. Typically requires six to eight years of technical telecom experience.

Minimum Education: BA/BS degree in related discipline. Five years of work experience may be substituted for Bachelor’s degree

16.49. Test Engineer

Minimum / General Experience: Five years of IT and Information Assurance Testing experience.

Functional Responsibilities: Subject matter specialist providing testing know-how in for the support of user requirements of complex to highly complex software/hardware applications. Directs and/or participates in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.

Minimum Education: BA/BS degree in related discipline. Five years of work experience may be substituted for Bachelor’s degree

16.50. Web Designer

Minimum / General Experience: Five years of Web and Content Design experience.

Functional Responsibilities: Under direct supervision, 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 appeal of the organization’s online offerings. Designs the website to support the organization’s strategies and goals relative to external communications. Typically requires one to three years of experience in the area of web design. Requires knowledge of web-based technologies including browsers ASP pages, HTML code, object-oriented technology, and graphics software.

Minimum Education: BA/BS degree in related discipline. Five years of work experience may be substituted for Bachelor’s degree

16.51 Pricing

Labor Category	GSA Schedule Rate (with IFF .75%)
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Analyst	\$86.87
Cybersecurity Architect	\$109.53
Principal Network Engineer	\$109.53
Cybersecurity Program Manager	\$109.53
Senior Consultant	\$139.39
Program Manager	\$134.41
Project Manager	\$89.61
System Administrator	\$104.55
QA Manager	\$81.38
Senior Manager	\$181.81
Subject Matter Expert (SME) III	\$186.02
Subject Matter Expert (SME) II	\$172.45
Senior Technical Consultant	\$183.32
Admin Specialist	\$81.38
Senior Business Consultant	\$183.32
Applications Programmer	\$97.27
Applications Systems Analyst/ Programmer – Senior	\$112.09
Consultant	\$129.95
Data Architect	\$130.06



Data Warehousing Analyst	\$101.64
Data Warehousing Programmer	\$111.09
Data Warehousing Project Manager	\$138.94
Data/Configuration Management Specialist	\$105.55
Database Administrator	\$108.56
Database Analyst/ Programmer – Senior	\$122.43
Electronic Data Interchange (EDI) Manager	\$116.92
Electronic Data Interchange (EDI) Specialist	\$88.08
ERP Business/Architectural Specialist	\$130.28
ERP Business Analyst - Senior	\$122.71
Graphics Specialist	\$68.25
Help Desk Manager	\$95.08
Help Desk Specialist	\$64.69
Help Desk Support Services Specialist - Senior	\$78.50
Information Assurance Engineer	\$129.86
Information Assurance Systems/Network Specialist	\$121.09
Information Services Consultant	\$133.89
Information Systems Auditor - Senior	\$116.03
Information Systems Training Specialist - Senior	\$99.90



Network Engineer - Intermediate	\$95.47
Project Manager – Senior	\$150.91
Quality Assurance Analyst - Senior	\$116.36
Software Architect	\$141.46
Software Developer – Intermediate	\$97.04
Software Developer – Senior	\$119.17
Systems Administrator - Senior	\$117.32
Systems Engineer	\$114.37
Technical Writer	\$85.66
Telecommunications Engineer/ Analyst – Senior	\$110.57
Test Engineer	\$91.69
Web Designer	\$93.10