

FOCUSED MANAGEMENT, INC.

**GENERAL SERVICES ADMINISTRATION
FEDERAL ACQUISITION SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE CATALOG/PRICE LIST
General Purpose Commercial Information
Technology Equipment, Software and Services**

132-51, 132-51STLOC, 132-51RC – IT Professional Services

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through GSA Advantage!, a menu-driven database system. The INTERNET address for GSA Advantage! is <http://www.gsaadvantage.gov>

CONTRACT NUMBER: GS-35F- 0312N

For more information on ordering from Federal Supply Schedules click on the GSA Schedules link at www.gsa.gov

**Focused Management, Incorporated
6354 Walker Lane, Suite 101
Alexandria, Virginia 22310
Phone: (703) 922-9600 Fax: (703-922-9607)
Website: WWW.Focusedmgmtinc.com**

Period Covered by Contract: February 18, 2018 Through February 17, 2023

**General Services Administration
Federal Supply Service**

CUSTOMER INFORMATION:

1a. Table of Awarded Special Item Numbers:

SINs	FSC Code Descriptions
132-51, 132-51STLOC and 132-51RC (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 D308 Millennium Conversion Services (Y2K) 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

1b. Lowest Priced Labor Category Title and Rate For Each SIN:

SINs	Labor Category Title	GSA Rate
51	Senior Network Engineer	\$62.49

1c. Labor Category Descriptions for all SINs awarded: Refer to pages **13** to **23** in the pricelist.

2. Maximum Order: \$500,000 per SIN

3. Minimum Order: \$100.00

4. Geographic Coverage: 48 contiguous states, Alaska, Hawaii, Washington D.C., Puerto Rico, U.S. Territories, and to a port or consolidation point within the aforementioned locations for orders that are received from overseas activities.

5. Point of Production: Not Applicable

6. Discount from List Prices: None

7. Quantity Discounts: None

7a. Volume Discounts: None

8. Prompt Payment Discount: None

9. **Government Purchase Cards** will be accepted for payment less than, equal to and above the micro purchase threshold however no additional discounts will apply.
10. **Foreign Items Offered:** None
- 11a. **Normal Delivery:**
- 11b. **Expedited Delivery:**
- 11c. **Overnight and 2-Day Delivery:**
- 11d. **Urgent Requirements:** Agencies can contact the Contractor's representative to affect a faster delivery. Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery.
12. **FOB Point:** Destination
- 13a. **Ordering Address:**
- Focused Management, Inc.
6354 Walker Lane, Suite 101
Alexandria, VA 22310**
- 13b. **Payment Address**
- Focused Management, Inc.
6354 Walker Lane, Suite 101
Alexandria, VA 22310**
14. **Ordering Procedures:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3
15. **Warranty/Guarantee Provision:**
16. **Export Packing Charges:**
17. **List of Participating Dealers:**
18. **Environmental Attributes** (e.g., recycled content, energy efficiency, and/or reduced pollutants):
19. **Section 508 Compliance:**
20. **Liability For Injury or Damage:** The Contractor shall not be liable for any injury to ordering activity personnel or damage to ordering activity property arising from the use of equipment maintained by the Contractor, unless such injury or damage is due to the fault or negligence of the Contractor.
21. **Data Universal Numbering System (DUNS) Number:** **002771215**
- 21a. **Taxpayer Identification Number (TIN):** **54-1819459**
- 21b. **Business Size:** **Small Business; Service-Disabled Veteran-Owned Small Business**
- 21c. **CAGE Code:** **IN8D8**

21d. System for Award Management (SAM) : Focused Management, Inc. is currently registered within the System for Award Management (SAM) database.

22. 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.

23. 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.

24. Federal Information Technology Telecommunications 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.

25. 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.

26. 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.

27. Contractor Tasks/Special Requirements (C-FSS-370) (NOV 2003):

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

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

28. 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)

29. 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>

30. Purchase of Open Market Items: Note: Open Market Items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Supply Schedule contract. ODCs (Other Direct Costs) are not part of this contract and should be treated as open market purchases. Ordering Activities procuring open market items must follow FAR 8.402(f).

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

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

31. 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.

32. 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.

33. 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).

34. 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.

35. 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, deinstallation, and reinstallation services under SIN 132-8 or 132-9.

36. 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.

37. 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.

38. 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>.

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

**TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT)
PROFESSIONAL SERVICES (SPECIAL ITEM NUMBERS 132-51, 132-51STLOC, and 132-51RC)**

******NOTE: All non-professional labor categories must be incidental to, and used solely to support professional services, and cannot be purchased separately.**

1. SCOPE

- a. The prices, terms and conditions stated under Special Item Numbers 132-51, 132-51STLOC and 132-51RC apply exclusively to IT 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 Professional 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 Professional Services.

9. INDEPENDENT CONTRACTOR

All IT 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 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 PROFESSIONAL SERVICES AND PRICING

See below.

LABOR CATEGORY DESCRIPTIONS FOR SIN 132-51, INFORMATION TECHNOLOGY PROFESSIONAL SERVICES

Labor Category: Project Manager

Functional Responsibility

Manages projects and teams involving the management and operation of support services environment. Responsible for project planning, budgeting and resource management, in addition to the analysis and evaluation of the customer-specific business and technology environment. Will develop sound technical recommendations to improve the services being provided to the customer and enhance the operating environment. The PM will be knowledgeable and possess a thorough understanding of the principles of associated technologies, management practices and industry standards, and the limitations and strengths of various support methodologies. The PM will use project management tools such as MS-Project and Excel to develop and monitor schedules and milestones; will provide briefings and reports for customers as needed; and will be responsible for the overall quality of performance in executing the terms of the contract.

Education/Experience

Minimum eight years of experience in a related business and technology environment, including at least three years of management/supervisory experience. Must possess a B.S. degree or equivalent in an associated discipline.

Labor Category: Senior Information Technology Specialist

Functional Responsibility

Provides highly technical and specialized guidance and solutions to complex information technology problems. Performs elaborate analyses and studies. Prepares reports and gives presentations. Works independently or as a member of a team. May serve as Contractor Task order Project Manager.

Education/Experience

Minimum eight years or progressive experience in the field of information technology, including six years of specialized experience in numerous, highly specialized IT disciplines involving a wide range of hardware/software solutions. Demonstrates very good oral and written communications skills.

Labor Category: Senior Systems Administrator

Functional Responsibility

Schedules, coordinates, assists, and oversees installations, upgrades, and maintenance. Performs initial configuration and setup of system; monitors system resources daily; makes recommendations for upgrades; and trouble shoots hardware, software, and network problems within the system. Performs system tuning to enhance performance; develops backup schedules according to project and system requirements. Tests new and updated operating system software, system file fixes and major product enhancements. Reconfigures system and COTS software as required. Configures project and user environments; adds, deletes and modifies user accounts and user groups. Configures system security according to all appropriate security regulations and

standards. Creates a system disaster recovery plan. Provide training and technical assistance as required. Works closely with project office, customer, users, and vendors.

Education/Experience

Ten years of progressive experience in the field of information technology, including eight years of specialized experience in numerous, highly specialized information technology disciplines involving a wide range of hardware/software solutions. At least four years of concentrated, hands-on experience in Unix Systems Administration.

Labor Category: Senior Unix Systems Administrator I

Functional Responsibility

Schedules, coordinates, assists, and oversees installations, upgrades, and maintenance. Performs initial configuration and setup of system; monitors system resources daily; makes recommendations for upgrades; and trouble shoots hardware, software, and network problems within the system. Performs system tuning to enhance performance; develops backup schedules according to project and system requirements. Tests new and updated operating system software, system file fixes and major product enhancements. Reconfigures system and COTS software as required. Configures project and user environments; adds, deletes and modifies user accounts and user groups. Configures system security according to all appropriate security regulations and standards. Creates a system disaster recovery plan. Provide training and technical assistance as required. Works closely with project office, customer, users, and vendors.

Education/Experience

Eight years of progressive experience in the field of information Technology, including six years of specialized experience in numerous, highly specialized information technology disciplines involving a wide range of hardware/software solutions. At least four years of hands-on, concentrated experience in Unix systems administration. Demonstrates very good oral and written communications skills.

Labor Category: Unix Systems Administrator

Functional Responsibility

Monitors system resources daily and trouble shoots hardware, software, and network problems within the system. Tests new and updated operating system software, system file fixes and major product enhancements. Provides technical assistance to identify and analyze critical problems and issues in corporate systems. Reconfigures system and COTS software as required. Configures project and user environments; adds, deletes and modifies user accounts and user groups.

Education/Experience

Minimum six years of progressive experience in the field of information Technology, including four years of specialized experience in numerous, highly specialized information technology disciplines involving a wide range of hardware/software solutions. At least three years of hands-on, concentrated experience in Solaris systems administration. Demonstrates very good oral and written communications skills.

Labor Category: Principal Software Engineer II

Functional Responsibility

Organizes and coordinates the efforts of the teams to insure the deployment of software products to the client. Works with the client to define the Integrations, Test and Deployment plan for each software release. Assist in the coordination of content, scheduling and deployment activities for each software release. Responsible for insuring compliance with the Enterprise Life-Cycle Methodology. Develops test and deployment plans and procedures in accordance with a prescribed methodology; trains and mentors other test team members, using Rational test tools for functional and performance testing in an object-oriented environment; performs problem tracking and reporting; assists with prep and support for executive briefings; and performs other duties as needed.

Education/Experience

Minimum bachelor's degree and seven years general experience in information technology. General experience includes a minimum two years' experience on integration, test, or deployment projects. Specifically, tester possess at least 2 years in the following technologies: object-oriented testing, CM automated test tools, incremental life cycle methodology, and problem tracking and reporting.

Labor Category: Principal Software Engineer I

Functional Responsibility

Develops and applies advanced methods, theories, and research techniques in the evaluation and development of highly complex software application and problems. Manages software development and support using formal specifications, data flow diagrams, other accepted design techniques, and CASE tools. Analyzes designs, develops, tests, and debugs computer software in support of distinct product hardware (computer or other electrical/electronic device) or technical (computer) service line(s) or business. Activities range from operating system architecture, through integration and software design, to selection of computer systems, languages, and equipment. Reviews existing programs and makes required refinements, reducing operating time, and improving current techniques.

Education/Experience

Minimum bachelor's degree and seven years general experience in information technology and software development.

Labor Category: Senior Information Technology Security Specialist

Functional Responsibility

Reviews and assesses current and proposed systems in order to determine potential risks and mitigation strategies. Prepares necessary documentation to have new systems accredited and certified. Applies security requirements against design aspects of components in recognizing vulnerabilities, assessing probability of exploitation, and proposing additional counter measures. Leads the development of documentation regarding findings and recommendations. Functions as a security liaison.

Education/Experience

Minimum Master of Science degree in computer systems engineering, systems development, systems analysis, operations analysis/operations research, or related area. Minimum 3-5 years of hands-on experience in computer security or information security.

Labor Category: **Systems Engineer**

Functional Responsibility

Works closely with Tier II Project Office personnel to develop and implement key policies, procedures, and plans for controlling and monitoring Tier II consolidation; assisting personnel manage the migration of Application System Projects from the current environment (over 700 obsolete Tier II platforms) to SUN E10K/E15K systems. Interacts extensively with customer and chairs working groups. Uses knowledge of computer systems, the software development process life cycle, risk management, telecommunications, and budget processes.

Education/Experience

Minimum bachelor's degree or equivalent in Computer Science or Information Management and six years' experience. Good interpersonal and communication (verbal and written), experience in developing and implementing policies, plans, and procedures; extensive use of MS Project and MS Access. Project expertise required.

Labor Category: **Systems Configuration Management Specialist**

Functional Responsibility

Participates in defining and documenting processes and procedures for configuration management, integration and integration testing, and quality assurance. Ensures consistency among these various areas and well-defined turnover points between each area. Reviews and evaluates software products and services for adherence to government directives, standards, and guidelines. Participates in defining and documenting roles and responsibilities of external groups, such as development organizations, operations, etc. Updates security certification documentation.

Education/Experience

Bachelor's degree and a minimum of four years' experience in systems analysis and development for formal documentation for government agencies. Experience with CM and CMM processes and procedures. Strong writing skills and excellent customer interface skills. Familiarity with full software development life cycle and implementation of a controlled software.

Labor Category: **Database Administrator II**

Functional Responsibility

Ensures efficient operation of a multi-computer site that supports database administration, analysis, and report production; data dictionary administration, and system development. Performs database administration, backups and recoveries, and works with users to resolve database questions or problems. Has extensive knowledge and experience in information technology. Provides highly technical and specialized solutions to complex information

technology problems. Installs new versions of INFORMIX and Oracle DBMS software and application use of the DBMS. Provides guidance to the field for upgrade installations, performs upgrades, and conducts performance tuning. Coordinates and organizes teleconferences to keep all affected users advised of all changes to the corporate platforms. Functions as a liaison between project groups. Prepares reports. Demonstrates good oral and written communications skills.

Education/Experience

Eight years of progressive experience in the field of information technology, including four years of experience in Informix database administration. Experience involving a wide range of hardware/software solutions.

Labor Category: Programming Specialist

Functional Responsibility

Analyzes designs, develops, tests, and debugs computer software in support of distinct product hardware (computer or other electrical/electronic device) or technical (computer) service line(s) or business. Activities range from operating system architecture, through integration and software design, to selection of computer systems, languages, and equipment.

Education/Experience

Minimum bachelor's degree and four years of general experience in information technology and software development.

Labor Category: Senior Network Engineer

Functional Responsibility

Duties include network administration, network maintenance, network performance optimization, and troubleshooting, network addressing, network analysis and monitoring, performing network backup and restores, and server hardware troubleshooting. Resolves problems that cannot be resolved by the Network Technicians. Provides preventative maintenance for the Local Area Network (LAN) and the Wide Area Network (WAN). Also participates in systems feasibility studies concerning data communications, data networks, data access, and evaluations. Plans, coordinates, and participates in design of network architectures, data communication systems, and data transmission networks.

Education/Experience

Minimum bachelor's degree in a related discipline and five years of progressively more difficult ADP experience in systems analysis and data communications, including multi-platform integration, local/wide area network design and implementation, and network performance monitoring and optimization.

Labor Category: Equipment Maintenance Technician

Education

Bachelor's Degree, or equivalent experience, in Information systems Engineering, Computer Science, Engineering or Business, or another related field. Advanced Degree may substitute for years of experience.

Responsibility

Responsibilities include the management and maintenance required to provide premises-equipment support. This includes: computers, laptops, desktops, printers, copiers, audiovisual, video cameras, projectors, Plasma TV's, LCD monitors and other office equipment.

Experience

Must have at least three years of experience.

Labor Category: **Help Desk Manager**

Education

Bachelor's Degree in Business, Information Systems Engineering, Computer Science, Engineering, Business, or another related field.

Role & Responsibilities

Supervises and coordinates activities of workers who provide product, technical, and problem-solving support to computer users by performing the following duties.

Essential Duties and Responsibilities: (Other duties may be assigned)

- Establishes help desk system for task management and tracking, and selects appropriate database and workflow tools.
- Creates systems for responding to customer inquiries via telephone, online networks, and mail.
- Communicates with programmers regarding bugs and follows up to ensure fixes are received and tested.
- Advises upper management on product development issues arising from product problems identified through technical support calls with customers.
- Advises technical writers on user documentation.
- Completes, maintains, and processes pertinent paperwork and records.
- Plans and schedules levels of support according to product release schedules.
- Assists in final testing of new products.
- Creates long-term strategies for growth and maintenance of help desk department, and makes budgetary recommendations to upper management.
- Trains help desk staff (or technical support specialists) to answer and resolve incoming calls.
- Solves, or assists help desk representatives in solving, non-routine or complex software, hardware, and procedure problems.
- Analyzes help desk activity and makes recommendations for changes in help desk procedures and systems to upper management.
- Confers with staff, computer users, supervisors, and managers to determine requirements for new or modified software and hardware.
- Writes recommendations for management review.
- Coordinates installation of hardware and software, and implementation of procedure changes.

Experience

Must have between 2-5 years' experience. Good writing and verbal skills to communicate well with personnel and clients. Language Skills: Working proficiency in English (written and oral); ability to communicate clearly with clients and colleagues in a work environment.

Labor Category: **Help Desk Specialist**

Education

Bachelor's Degree in Business, Information Systems Engineering, Computer Science, Engineering, Business, or another related field.

Role & Responsibilities

Investigates and resolves software and hardware problems of computer users by performing the following duties:

- Answers, evaluates, and prioritizes incoming telephone, voice mail, e-mail, and in-person requests for assistance from users experiencing problems with hardware, software, networking, and other computer-related technologies.
- Interviews user to collect information about problem and leads user through diagnostic procedures to determine source of error.
- Determines whether problem is caused by hardware such as modem, printer, cables, or telephone.
- Handles problem recognition, research, isolation, resolution and follow-up for routine user problems, referring more complex problems to supervisor or technical staff.
- Logs and tracks calls using problem management database, and maintain history records and related problem documentation.
- Prepares standard statistical reports, such as help desk incident reports.
- Analyzes and evaluates incident reports and makes recommendations to reduce help line incident rate.
- Consults with programmers to explain software errors or to recommend changes to programs.
- Calls software and hardware vendors to request service regarding defective products.
- Test software and hardware to evaluate ease of use and whether product will aid user in performing work.
- Writes software and hardware evaluation and recommendation for management review.
- Writes or revises user training manuals and procedures.
- Trains users on software and hardware on-site or in classroom, or recommends outside contractors to provide training.
- Installs personal computers, software, and peripheral equipment.

Experience

Must have between 1-3 years' experience. Good writing and verbal skills to communicate well with personnel and clients. Language Skills: Working proficiency in English (written and oral); ability to communicate clearly with clients and colleagues in work environment.

***Labor Category:* Information Services Consultant**

Education

Bachelor's Degree in Business, Information Systems Engineering, Computer Science, Engineering, Business, or another related field.

Roles & 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 analysis of system needs, system development, system process analysis, design, and re-engineering.
- Has skills and experience related to business management, system engineering, operations research, and management engineering.
- Typically requires specialization in particular software of business application utilized in an end user environment.
- Keeps abreast of technological developments and applications.

Experience

Must have between 5-8 years of experience.

***Labor Category:* LAN/WAN Integrator**

Education

Bachelor's Degree in Business, Information Systems Engineering, Computer Science, Engineering, Business, or another related field.

Roles & Responsibilities

- Responsible for the overall integration of the enterprise-wide network including the planning, design, installation, maintenance, management, and coordination of the corporate LAN/WAN (may include local, metropolitan, and wide area networks).
- Responsible for the technical architecture and recommendations related to LAN/WAN.
- Top-level technician contributor with advanced knowledge and experience in the area of local and wide area networking, communications, and related hardware/software.
- Maintains high level of technical expertise and studies vendor products to determine those which best meet organization needs.
- Presents information to management, which may result in the purchase and installation of hardware, software, and telecommunications equipment.
- Recommends network security procedures and policies.
- Knowledgeable in the multi-platform operating environment. May work with Voice and/or Data communications Analysts.

Experience

Must have between 5-8 years of experience.

Labor Category: Program Manager

Education

Bachelor's Degree, Masters, or higher in Business, Management, Information Systems Engineering, Computer Science, Engineering, Business, or another related field.

Roles & Responsibility

Plans, directs, and coordinates activities of technology projects to ensure that project goals are accomplished by performing the following duties personally or through subordinate supervisors.

Essential Duties and Responsibilities:

- Consults with management and reviews project/proposals to determine goals, timeframe, funding limitations, procedures for accomplishing project, staffing requirements, and allotment of resources.
- Develops program plans specifying goals, strategy, staff, scheduling, identify of risks, contingency plans, and allocation of available resources.
- Formulates and defines scope and objectives of program.
- Identifies and schedules project deliverables, milestones, and required tasks.
- Coordinates recruitment or assignment of project managers and other senior personnel.
- Assigns duties, responsibilities, and scope of authority to project managers and other senior personnel.
- Directs and coordinates activities of project managers and other senior personnel to ensure projects progress on schedule and within budget.
- Establishes standards and procedures for project reporting and documentation.
- Reviews status reports prepared by project managers and modifies schedules and plans as required.
- Prepares program status reports and keeps management, clients, and others informed of project status and related issues.
- Confers with project managers to provide technical advice and to resolve problems.
- Monitors project results against technical specifications.
- Develops and maintains program documentation.

Experience

At least eight years of relevant managerial experience with progressive accomplishments and leadership skills. Must be able to plan, direct, and coordinate all technical and administrative activities and be able to supervise senior managers and technical personnel. Should also have excellent communication skills and be able to interface with customers, clients, and end-users.

Labor Category: Quality Assurance Analyst

Education

Bachelor's Degree in Business, Information Systems Engineering, Computer Science, Engineering, Business, or another related field.

Role & Responsibilities

Provides highly technical and specialized guidance and solutions to complex information technology problems. Performs elaborate analyses and studies. Prepares reports and gives

presentations. Works independently or as a member of a team. May serve as Contractor Task order Project Manager.

Experience

Must have between 5-8 years of experience or progressive experience in the field of information technology, including three years of specialized experience in numerous, highly specialized IT disciplines involving a wide range of hardware/software solutions. Demonstrates very good oral and written communications skills.

Labor Category: **Senior Database Administrator**

Education

Bachelor's Degree, Masters, or higher in Business, Management, Information Systems Engineering, Computer Science, Engineering, Business, or another related field.

Roles & Responsibilities

- Responsible for maintaining the day to day operations associated with large scale relational database environments (Oracle, Sybase, DB2, SQLServer, MS ACCESS, INFORMIX).
- Schedules, coordinates, assists, and oversees installations, upgrades, and maintenance.
- Performs initial configuration and setup of system, monitors system resources daily, makes recommendations for upgrades and trouble shoots hardware, software, and network problems within the system.
- Performs system tuning to enhance performance; develops backup schedules according to project and system requirements.
- Tests new and updated operating system software, system file fixes and major product enhancements.
- Reconfigures system and COTS software as required.
- Configures project and user environments; adds, deletes and modifies user accounts and user groups. Configures system security according to all appropriate security regulations and standards.
- Creates a system disaster recovery plan. Provide training and technical assistance as required.
- Works closely with System Administrators, customer, users, and vendors.

Experience

Must have between 5-8 years of experience.

Labor Category: **Subject Matter Expert**

Education

Bachelor's Degree in Information Systems Engineering, Computer Science, Engineering, Business, or another related field.

Roles & Responsibilities

- Assumes leadership role in the planning, designing, and implementation of a complete information processing system to solve business information problems at the enterprise level.

- Conducts or leads major requirements studies and deliver recommendations.
- Provides specific Technical, Functional, Business or related expertise to satisfy TO deliverables
- Acts as an expert consultant providing the appropriate guidance to client management and Senior client representatives.
- Conducts technology studies, reviews, and investigations and provide project planning and management support.
- Provides technical consulting in support of projects and planning efforts with objective of delivering cost-effective solutions with sound, industry-standard approaches.
- Examines and reviews designs, processes, standards, and technologies for improvement and innovation, providing appropriate written/oral feedback and recommendations.
- Applies multidisciplinary skills (telecommunications/ networking, database) to resolve enterprise wide IT problems.

Experience

Must have between 7-12 years of relevant Technical, Functional, Business, Management, or related experience. Must be able to direct small to medium size teams. Broad technical and analytical background of knowledge and experience to support integration and optimization of information technologies and applications. Must be able to plan, direct, and coordinate all technical and administrative activities and be able to supervise senior managers, technical, functional, or business personnel. Should have excellent communication skills and be able to interface with customers, clients, and end-users.

Labor Category: **Technical Writer**

Education

Bachelor's Degree in Business, Information Systems Engineering, Computer Science, Engineering, Business, or another related field.

Roles & Responsibilities

Under general supervision, is responsible for preparation of operation and maintenance manuals and technical publications. Gathers technical information, prepares written text, and coordinates layout and final publication.

Experience

Bachelor s Degree and excellent command of the English language. Experience using MS Word and other graphics packages. Two or more years of experience in technical writing in area of software/hardware documentation.

	18 Feb 2018 -17 Feb 2019		18 Feb 2019 -17 Feb 2020		18 Feb 2020 -17 Feb 2021		18 Feb 2021 -17 Feb 2022		18 Feb 2022 -17 Feb 2023	
Labor Category	Year 16 GSA Rate On-Site*	Year 16 GSA Rate Off-Site	Year 17 GSA Rate On-Site*	Year 17 GSA Rate Off-Site	Year 18 GSA Rate On-Site*	Year 18 GSA Rate Off-Site	Year 19 GSA Rate On-Site*	Year 19 GSA Rate Off-Site	Year 20 GSA Rate On-Site*	Year 20 GSA Rate Off-Site
1. Database Administrator II	\$85.50	-	\$88.07	-	\$90.71	-	\$93.43	-	\$96.23	-
2. Equipment Maintenance Technician	\$97.29	\$101.20	\$100.21	\$104.24	\$103.22	\$107.37	\$106.32	\$110.59	\$109.51	\$113.91
3. Help Desk Manager	\$83.18	\$86.53	\$85.68	\$89.13	\$88.25	\$91.80	\$90.90	\$94.55	\$93.63	\$97.39
4. Help Desk Specialist	\$85.69	\$89.14	\$88.26	\$91.81	\$90.91	\$94.56	\$93.64	\$97.40	\$96.45	\$100.32
5. Information Services Consultant	\$106.63	\$110.89	\$109.83	\$114.22	\$113.12	\$117.65	\$116.51	\$121.18	\$120.01	\$124.82
6. LAN/WAN Integrator	\$78.02	-	\$80.36	-	\$82.77	-	\$85.25	-	\$87.81	-
7. Prin. Software Engineer I	\$87.70	-	\$90.33	-	\$93.04	-	\$95.83	-	\$98.70	-
8. Prin. Software Engineer II	\$95.53	-	\$98.40	-	\$101.35	-	\$104.39	-	\$107.52	-
9. Program Manager	\$111.93	-	\$115.29	-	\$118.75	-	\$122.31	-	\$125.98	-
10. Programming Specialist	\$67.15	-	\$69.16	-	\$71.23	-	\$73.37	-	\$75.57	-
11. Project Manager	\$82.71	\$86.02	\$85.19	\$88.60	\$87.75	\$91.26	\$90.38	\$94.00	\$93.09	\$96.82
12. Quality Assurance Analyst	\$89.45	\$93.02	\$92.13	\$95.81	\$94.89	\$98.68	\$97.74	\$101.64	\$100.67	\$104.69
13. Senior IT Specialist	\$84.27	-	\$86.80	-	\$89.40	-	\$92.08	-	\$94.84	-
14. Senior Database Administrator	\$88.17	-	\$90.82	-	\$93.54	-	\$96.35	-	\$99.24	-
15. Senior IT Security Specialist	\$97.46	-	\$100.38	-	\$103.39	-	\$106.49	-	\$109.68	-
16. Senior Network Engineer	\$62.49	-	\$64.36	-	\$66.29	-	\$68.28	-	\$70.33	-
17. Senior Systems Administrator	\$103.14	-	\$106.23	-	\$109.42	-	\$112.70	-	\$116.08	-
18. Senior Unix SA I	\$103.14	-	\$106.23	-	\$109.42	-	\$112.70	-	\$116.08	-
19. Subject Matter Expert	\$194.27	-	\$200.10	-	\$206.10	-	\$212.28	-	\$218.65	-
20. Sys. Configuration. Mgmt. Spec.	\$77.17	-	\$79.49	-	\$81.87	-	\$84.33	-	\$86.86	-
21. Systems Engineer	\$83.33	\$86.65	\$85.83	\$89.25	\$88.40	\$91.93	\$91.05	\$94.69	\$93.78	\$97.53
22. Technical Writer	\$62.99	\$65.52	\$64.88	\$67.49	\$66.83	\$69.51	\$68.83	\$71.60	\$70.89	\$73.75
23. Unix SA	\$80.84	\$84.08	\$83.27	\$86.60	\$85.77	\$89.20	\$88.34	\$91.88	\$90.99	\$94.64

* Rates for Work performed at Government Location