



**AUTHORIZED FEDERAL ACQUISITION SERVICE
INFORMATION TECHNOLOGY SCHEDULE PRICELIST
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY
EQUIPMENT, SOFTWARE AND SERVICES**

Special Item No. 132-51 - Information Technology (IT) Professional Services

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

Special Item No. 132-52 – Electronic Commerce (EC) Services

FPDS Code D399	Other Data Transmission Services, Not Elsewhere Classified – Except "Voice" and Pager Services
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Z, INC., 8630 Fenton Street, Suite 510, Silver Spring, MD 20910

Phone: 301- 585-3403

Fax: 301- 495-7735

www.zonline.net

Contract Number: GS35F0498U

Period Covered by Contract: August 1, 2008 through July 31, 2013

General Services Administration
Federal Acquisition Service

Pricelist current through Modification #21, dated 06/13/2007.



Products and ordering information in this Authorized FSS Information Technology Schedule Pricelist are also available on the GSA Advantage! System. Agencies can browse GSA Advantage! by accessing the Federal Acquisition Service's Home Page via the Internet at <http://www.fss.gsa.gov/>

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

PREAMBLE

Z, INC. 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:

Joseph J. Bross
301-585-3403 x1611
jbross@zonline.net
301-495-7735 - fax

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**INFORMATION FOR ORDERING ACTIVITIES
APPLICABLE TO ALL SPECIAL ITEM NUMBERS**

SPECIAL NOTICE TO AGENCIES:

Small Business Participation

SBA strongly supports the participation of small business concerns in the Federal Supply 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 micro-purchase 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!TM online shopping service (www.fss.gsa.gov). The catalogs/pricelists, GSA Advantage!TM and the Federal Acquisition Service Home Page (www.fss.gsa.gov) contain information on a broad array of products and services offered by small business concerns.

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

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

- 1. Geographic Scope of Contract:** *Domestic delivery* is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC and the 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.

- 2. Contractor's Ordering Address and Payment Information:**

For computer-to-computer EDI orders, contact:

Joseph J. Bross
email: jbross@zonline.net

For orders by facsimile:

(301) 495-7735

For mailed orders and Payment Address:

Joseph J. Bross
Z, INC.
8630 Fenton Street, Suite 510
Silver Spring, MD 20910

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

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

Joseph Bross
(301) 585-3403 ext. 1611

3. Liability For Injury Or Damage

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

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

Block 9: G. Order/Modification Under Federal Schedule
Block 16: Data Universal Numbering System (DUNS) Number: 116207838
Block 30: Type of Contractor - B. Other Small Business
Block 31: Woman-Owned Small Business - No
Block 36: Contractor's Taxpayer Identification Number (TIN) - 52-1285518

4a. CAGE Code: No code assigned.

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)
132-51	Variable*
132-52	Variable*

*Delivery schedules will be determined in conjunction with ordering activities based on the scope, complexity, and urgency of services required.

b. **URGENT REQUIREMENTS:** When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering agency, agencies 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 agency, 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% - days from receipt of invoice or date of acceptance, whichever is later.
 - b. Quantity - None
 - c. Dollar Volume - None
 - d. Government Educational Institutions - None
 - e. Other - None

8. **Trade Agreements Act of 1979, as amended:**

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

9. **Statement Concerning Availability of Export Packing:**

Not available.

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

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

- a. The Maximum Order value for the following Special Item Numbers (SINs) is \$500,000:
Special Item Number 132-51 - Information Technology (IT) Professional Services
Special Item Number 132-52 – Electronic Commerce (EC) Services

12. **ORDERING PROCEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS:**

Ordering activities shall use the ordering procedures of Federal Acquisition (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 offices, 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 2001)

- (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. The Industrial Funding Fee does NOT apply to travel and per diem charges.
NOTE: Refer to FAR Part 31.205-46 Travel Costs, for allowable costs that pertain to official company business travel in regards to this contract.
- (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.

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 C.1.)

16. GSA Advantage!

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

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

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

17. PURCHASE OF OPEN MARKET ITEMS

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

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

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

18. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS

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

- (1) Time of delivery/installation quotations for individual orders;
- (2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and

capabilities of a product/equipment/ service/software package submitted in response to requirements which result in orders under this schedule contract.

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

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

19. OVERSEAS ACTIVITIES

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

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

20. BLANKET PURCHASE AGREEMENTS (BPAs)

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

21. CONTRACTOR TEAM ARRANGEMENTS

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

22. INSTALLATION, DEINSTALLATION, REINSTALLATION

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

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

23. SECTION 508 COMPLIANCE.

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

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

1. SCOPE

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

2. PERFORMANCE INCENTIVES

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

3. ORDERS

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

4. PERFORMANCE OF SERVICES

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

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

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

of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-

- (1) Cancel the stop-work order; or
 - (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.
- (b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-
- (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
 - (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.
- (c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.
- (d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. INSPECTION OF SERVICES

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

7. RESPONSIBILITIES OF THE CONTRACTOR

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

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

9. INDEPENDENT CONTRACTOR

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

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

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

“Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture

involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

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

b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

11. INVOICES

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

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – February 2002) (Deviation – May 2003) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – February 2002) (Deviation – May 2003) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:

(a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.

(b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—

- (1) The offeror;
- (2) Subcontractors; and/or
- (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13. RESUMES

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

14. INCIDENTAL SUPPORT COSTS

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

15. APPROVAL OF SUBCONTRACTS

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

**LABOR CATEGORY HOURLY RATES BY YEAR (GOVT SITE)
SIN 132-51, SIN 132-52**

Item	Labor Category	Base Period
1	Account Manager	\$164.50
2	Project Manager	\$136.50
3	Enterprise Architect	\$136.50
4	Senior Business Analyst	\$119.00
5	Business Analyst	\$91.00
6	Senior Software Engineer	\$119.00
7	Software Engineer	\$91.00
8	Senior Database Analyst	\$108.50
9	Database Analyst	\$84.00
10	Senior Systems Analyst	\$101.50
11	Systems Analyst	\$73.50
12	Senior Programmer Analyst	\$91.00
13	Programmer Analyst	\$63.00
14	Senior Programmer	\$84.00
15	Programmer	\$56.00
16	Junior Programmer	\$45.50
17	Senior Systems Engineer	\$108.50
18	Systems Engineer	\$84.00
19	Senior Cyber Security Analyst	\$105.00
20	Cyber Security Analyst	\$70.00
21	Senior Network Engineer	\$108.50
22	Network Engineer	\$66.50
23	Senior Network Administrator	\$98.00
24	Network Administrator	\$66.50
25	Senior Database Administrator	\$108.50
26	Database Administrator	\$73.50
27	Helpdesk Manager	\$91.00
28	Helpdesk (Tiers 2 and 3)	\$70.00
29	Helpdesk (Tier 1)	\$52.50
30	Senior Technician	\$66.50
31	Technician	\$45.50
32	Senior Training Specialist	\$91.00
33	Training Specialist	\$56.00
34	Data Analyst	\$59.50
35	Senior Technical Writer/Editor	\$73.50
36	Technical Writer/Editor	\$45.50
37	Administrative Assistant	\$45.50
38	Senior Technical Consultant	\$339.50
39	Technical Consultant	\$227.50
40	Senior Subject Matter Expert (SME)	\$168.00

**LABOR CATEGORY HOURLY RATES BY YEAR (Z, INC. SITE)
 SIN 132-51, SIN 132-52**

Item	Labor Category	Base Period
1	Account Manager	\$176.25
2	Project Manager	\$146.25
3	Enterprise Architect	\$146.25
4	Senior Business Analyst	\$127.50
5	Business Analyst	\$97.50
6	Senior Software Engineer	\$127.50
7	Software Engineer	\$97.50
8	Senior Database Analyst	\$116.25
9	Database Analyst	\$90.00
10	Senior Systems Analyst	\$108.75
11	Systems Analyst	\$78.75
12	Senior Programmer Analyst	\$97.50
13	Programmer Analyst	\$67.50
14	Senior Programmer	\$90.00
15	Programmer	\$60.00
16	Junior Programmer	\$48.75
17	Senior Systems Engineer	\$116.25
18	Systems Engineer	\$90.00
19	Senior Cyber Security Analyst	\$112.50
20	Cyber Security Analyst	\$75.00
21	Senior Network Engineer	\$116.25
22	Network Engineer	\$71.25
23	Senior Network Administrator	\$105.00
24	Network Administrator	\$71.25
25	Senior Database Administrator	\$116.25
26	Database Administrator	\$78.75
27	Helpdesk Manager	\$97.50
28	Helpdesk (Tiers 2 and 3)	\$75.00
29	Helpdesk (Tier 1)	\$56.25
30	Senior Technician	\$71.25
31	Technician	\$48.75
32	Senior Training Specialist	\$97.50
33	Training Specialist	\$60.00
34	Data Analyst	\$63.75
35	Senior Technical Writer/Editor	\$78.75
36	Technical Writer/Editor	\$48.75
37	Administrative Assistant	\$48.75
38	Senior Technical Consultant	\$363.75
39	Technical Consultant	\$243.75
40	Senior Subject Matter Expert (SME)	\$180.00

16. DESCRIPTION OF IT/EC SERVICES AND PRICING

(1) Commercial Job Title: Account Manager

Minimum/General Experience: Twelve (12) years experience in some combination of senior management, financial, and technical positions which involved substantial responsibility and authority over one or more large, complex IT/EC contracts.

Functional Responsibility: Serve as the senior manager and point of contact with the customer for all account and/or program management activities. Organize, direct, and coordinate planning and production of all account activities. Provide oral and written communications with all levels of management for planning and control of projects. Meet, formally and informally, with customer management, technical, and contracting personnel.

Minimum Education: Bachelor's degree in Business, Economics, Finance, Computer Science, Engineering, Mathematics, or related field. A Master's degree in a related field may be substituted for two (2) years of required experience.

(2) Commercial Job Title: Project Manager

Minimum/General Experience: Ten (10) years experience in some combination of senior management, financial, and technical positions which involved substantial responsibility and authority over at least one large, complex IT/EC project.

Functional Responsibility: Serve as the senior manager and point of contact with the customer for all contract activities. Organize, direct, and coordinate planning and production of all project activities. Provide oral and written communications with all levels of management for contract planning and control. Meet, formally and informally, with customer management, technical, and contracting personnel.

Minimum Education: Bachelor's degree in Business, Economics, Finance, Computer Science, Engineering, or related field. A Master's degree in a related field may be substituted for two (2) years of required experience.

(3) Commercial Job Title: Enterprise Architect

Minimum/General Experience: Eight (8) years general IT experience, with at least four (4) years experience in formulating enterprise-wide business and/or technical IT/EC product and/or service strategies.

Functional Responsibility: Develop and apply state-of-the-art consulting methodologies, business models and organizational behavior models to conceptualize methods to apply business and/or technical IT/EC products and services as strategic assets. Apply industry and enterprise knowledge to identify and recommend integrated solutions, products, and services to support the enterprise's design, development, implementation, and management of products and solutions. Provide recommendations and guidance in the design, development, implementation, and management of products and services.

Minimum Education: Bachelor's degree or equivalent work experience. A Master's degree in a related field may be substituted for two (2) years of required experience.

(4) Commercial Job Title: Senior Business Analyst

Minimum/General Experience: Five (5) years experience in analysis, development, enhancement, and maintenance of customers' business systems, processes, and products.

Functional Responsibility: Analyze business and user needs, document requirements, and translate them into proper system requirements specifications. Provide advice on the methods to improve business

processes. Coordinate and participate in feasibility studies. Consider the business implications of the application of technology to the current and future business environment. Direct Business Analysts.

Minimum Education: Bachelor's degree or equivalent work experience. A Master's degree in a related field may be substituted for two (2) years of required experience.

(5) Commercial Job Title: Business Analyst

Minimum/General Experience: Two (2) years experience in analysis, development, enhancement, and maintenance of customers' business systems, processes, and products.

Functional Responsibility: Analyze business and user needs, document requirements, and translate them into proper system requirements specifications. Provide advice on the methods to improve business processes. Coordinate and participate in feasibility studies. Consider the business implications of the application of technology to the current and future business environment.

Minimum Education: Bachelor's degree or equivalent work experience. A Master's degree in a related field may be substituted for two (2) years of required experience.

(6) Commercial Job Title: Senior Software Engineer

Minimum/General Experience: Eight (8) years experience in software engineering, analysis, and design; user requirements analysis; and designing, developing, testing, and implementing software systems to include a working knowledge of microcomputer and network operating systems, database management systems, system hardware/software, telecommunications networks, and the Internet.

Functional Responsibility: Perform high-level studies, systems analysis, design, evaluation, and re-engineering. Design and prepare technical solutions, technical reports, and related documents. Prepare and deliver presentations and briefings. Integrate and test hardware and software. Resolve complex user problems. Provide oral and written communications to all levels of management, as necessary. Direct Software Engineers.

Minimum Education: Bachelor's degree or equivalent work experience. A Master's degree in a related field may be substituted for two (2) years of required experience.

(7) Commercial Job Title: Software Engineer

Minimum/General Experience: Four (4) years experience in software engineering, analysis, and design; user requirements analysis; and designing, developing, testing, and implementing software systems to include a working knowledge of microcomputer and network operating systems, database management systems, system hardware/software, telecommunications networks, and the Internet.

Functional Responsibility: Perform high-level studies, systems analysis, design, evaluation, and re-engineering. Design and prepare technical solutions, technical reports, and related documents. Prepare and deliver presentations and briefings. Integrate and test hardware and software. Resolve complex user problems. Provide oral and written communications to all levels of management, as necessary.

Minimum Education: Bachelor's degree or equivalent work experience. A Master's degree in a related field may be substituted for two (2) years of required experience.

(8) Commercial Job Title: Senior Database Analyst

Minimum/General Experience: Five (5) years experience in all phases of database systems analysis, design, and development, including three (3) years experience in data modeling, logical and physical database design, and/or administration of complex distributed or centralized databases.

Functional Responsibility: Manage and/or develop database projects. Provide highly technical expertise in the use of database management system concepts. Evaluate and recommend available DBMS products and services to support technical requirements. Define file organization, indexing methods, and security procedures for specific user applications.

Minimum Education: Bachelor's degree or equivalent work experience. A Master's degree in a related field may be substituted for two (2) years of required experience.

(9) Commercial Job Title: Database Analyst

Minimum/General Experience: Two (2) years experience in all phases of database systems analysis, design, and development, including one (1) year experience in data modeling, logical and physical database design, and/or administration of complex distributed or centralized databases.

Functional Responsibility: Participate in database projects. Provide technical expertise in the use of database management system concepts. Evaluate and recommend available DBMS products and services to support technical requirements. Define file organization, indexing methods, and security procedures for specific user applications.

Minimum Education: Bachelor's degree or equivalent work experience. A Master's degree in a related field may be substituted for two (2) years of required experience.

(10) Commercial Job Title: Senior Systems Analyst

Minimum/General Experience: Five (5) years experience in all phases of systems analysis, user requirements analysis, and design and development of large computer and communications projects to include a working knowledge of operating systems, graphical user interfaces, systems architecture, and/or system/network interfaces.

Functional Responsibility: Plan and conduct feasibility studies, user requirements surveys and analyses. Develop system design specifications. Develop prototypes and models to test designs. Develop test plans. Analyze existing systems for improvements. Conduct system studies and design technical solutions as required. Direct/participate in development of software applications and utilities. Integrate and test software. Provide oral and written communications to all levels of management, as necessary. Direct Systems Analysts.

Minimum Education: Bachelor's degree or equivalent work experience. A Master's degree in a related field may be substituted for two (2) years of required experience.

(11) Commercial Job Title: Systems Analyst

Minimum/General Experience: Two (2) years experience in systems analysis, user requirements analysis, and design and development of large computer and/or communications projects to include a working knowledge of operating systems, graphical user interfaces, systems architecture, and/or system/network interfaces.

Functional Responsibility: Plan and conduct feasibility studies, user requirements surveys and analyses. Develop system design specifications. Develop prototypes and models to test designs. Develop test plans. Analyze the existing system for improvements. Conduct system studies and design technical solutions as required. Direct/participate in development of software applications and utilities. Integrate and test software. Provide oral and written communications.

Minimum Education: Bachelor's degree or equivalent work experience. A Master's degree in a related field may be substituted for two (2) years of required experience.

(12) Commercial Job Title: Senior Programmer Analyst

Minimum/General Experience: Four (4) years progressive experience in software development, including applications and database analysis, design, and development on microcomputers, minicomputers, and/or mainframes. Has working knowledge of systems architecture, database management systems, and graphical user interfaces.

Functional Responsibility: Organize and manage software development projects. Participate in all phases of software development with emphasis on the analysis, design, testing, and acceptance phases. Design and prepare technical solutions, technical reports, and documentation. Design, develop, integrate, test, and implement software/database systems. Perform quality assurance and review activities. Resolve user software problems. Direct Programmer Analysts.

Minimum Education: Bachelor's degree or equivalent work experience. A Master's degree in a related field may be substituted for two (2) years of required experience.

(13) Commercial Job Title: Programmer Analyst

Minimum/General Experience: Two (2) years progressive experience in software development, including applications and database analysis, design, and development on microcomputers, minicomputers, and/or mainframes. Has working knowledge of systems architecture, database management systems, and graphical user interfaces.

Functional Responsibility: Participate in all phases of software development. Design and prepare technical solutions, technical reports, and documentation. Design, develop, integrate, test, and implement software/database systems. Perform quality assurance and review activities. Resolve user software problems.

Minimum Education: Bachelor's degree or equivalent work experience. A Master's degree in a related field may be substituted for two (2) years of required experience.

(14) Commercial Job Title: Senior Programmer

Minimum/General Experience: Four (4) years of experience in implementing requirements/specifications for automated information systems, using programming languages and/or database management systems with emphasis on coding, testing, documentation, and maintenance.

Functional Responsibility: Develop application programs according to requirements/specifications provided. Diagnose and correct errors in code, and test and document work. Develop system and user documentation. Perform requirements analysis and design. Direct programming staff members.

Minimum Education: Bachelor's degree or equivalent work experience. A Master's degree in a related field may be substituted for two (2) years of required experience.

(15) Commercial Job Title: Programmer

Minimum/General Experience: Two (2) years of experience in implementing requirements/specifications for automated information systems, using programming languages and/or database management systems with emphasis on coding, testing, documentation, and maintenance.

Functional Responsibility: Develop application programs according to requirements/specifications provided. Diagnose and correct errors in code, and test and document work. Develop system and user documentation. Participate in requirements analysis and design, under supervision.

Minimum Education: Bachelor's degree or equivalent work experience. A Master's degree in a related field may be substituted for two (2) years of required experience.

(16) Commercial Job Title: Junior Programmer

Minimum/General Experience: No minimum experience level required. This is an entry-level position for recent graduates with bachelors' degrees in Computer Science or related fields.

Functional Responsibility: Develop application programs according to requirements/specifications provided. Diagnose and correct errors in code, and test and document work. Develop system and user documentation. Participate in requirements analysis and design, under supervision.

Minimum Education: Bachelor's degree, with course work in computer science, mathematics, engineering or a related field.

(17) Commercial Job Title: Senior Systems Engineer

Minimum/General Experience: Five (5) years of experience in optimizing basic IT/EC infrastructure systems which enable and support business functions. Experience includes monitoring system performance to identify and help resolve system infrastructure problems.

Functional Responsibility: Design, construct, test, implement, and maintain basic integrated network, hardware, and software solutions, distributed computing solutions, and physical and logical communications networks for customers. Monitor performance to identify and help resolve system infrastructure problems. Direct Systems Engineers.

Minimum Education: Bachelor's degree or equivalent work experience. A Master's degree in a related field may be substituted for two (2) years of required experience.

(18) Commercial Job Title: Systems Engineer

Minimum/General Experience: Two (2) years experience in optimizing basic IT/EC infrastructure systems which enable and support business functions. Experience includes monitoring system performance to identify and help resolve system infrastructure problems.

Functional Responsibility: Participate in the design, construction, testing, implementation, and maintenance of basic integrated network, hardware, and software solutions, distributed computing solutions, and physical and logical communications networks for the customer. Monitor performance to identify and help resolve system infrastructure problems.

Minimum Education: Bachelor's degree or equivalent work experience. A Master's degree in a related field may be substituted for two (2) years of required experience.

(19) Commercial Job Title: Senior Cyber Security Analyst

Minimum/General Experience: Five (5) years working experience in computer security, computer networking with TCP/IP, and network operating systems. Experience should include computer network defense and technical knowledge with intrusion detection systems.

Functional Responsibility: Develops technical solutions, including information operations and analysis related to security intrusion analysis, systems and vulnerabilities, network security, advanced analytic tools, and data visualization techniques. Supervise Cyber Security Analysts.

Minimum Education: Bachelor's degree or equivalent work experience. A Master's degree in a related field may be substituted for two (2) years of required experience.

(20) Commercial Job Title: Cyber Security Analyst

Minimum/General Experience: Two (2) years working experience in computer security, computer networking with TCP/IP, and network operating systems. Experience should include computer network defense and technical knowledge with intrusion detection systems.

Functional Responsibility: Develops technical solutions, including information operations and analysis related to security intrusion analysis, systems and vulnerabilities, network security, advanced analytic tools, and data visualization techniques.

Minimum Education: Bachelor's degree or equivalent work experience. A Master's degree in a related field may be substituted for two (2) years of required experience.

(21) Commercial Job Title: Senior Network Engineer

Minimum/General Experience: Five (5) years working experience in network engineering, analysis, and design. Has background in network operating systems, network/system integration, and a working knowledge of network topologies, protocols, and products such as hubs, bridges, routers, network interface cards, network monitoring systems, switches, etc.

Functional Responsibility: Design, develop, install, integrate, test, and support data/voice/video networks and links. Maintain existing data communications circuits and suggest possible enhancements. Prepare feasibility studies, cost estimates, and hardware/software evaluations and provide recommendations. Monitor and balance network performance and resource utilization. Analyze network interfaces, security, and recovery/backup requirements. Resolve user network problems. Direct Network Engineers.

Minimum Education: Bachelor's degree or equivalent work experience. A Master's degree in a related field may be substituted for two (2) years of required experience.

(22) Commercial Job Title: Network Engineer

Minimum/General Experience: Two (2) years working experience in network engineering, analysis, and design. Has background in network operating systems, network/system integration, and a working knowledge of network topologies, protocols, and products such as hubs, bridges, routers, network interface cards, network monitoring systems, switches, etc.

Functional Responsibility: Design, develop, install, integrate, test, and support data/voice/video networks and links. Maintain existing data communications circuits and suggest possible enhancements. Prepare feasibility studies, cost estimates, and hardware/software evaluations and provide recommendations. Monitor and balance network performance and resource utilization. Analyze network interfaces, security, and recovery/backup requirements. Resolve user network problems.

Minimum Education: Bachelor's degree or equivalent work experience. A Master's degree in a related field may be substituted for two (2) years of required experience.

(23) Commercial Job Title: Senior Network Administrator

Minimum/General Experience: Five (5) years work experience in the implementation and support of network software and hardware. Has familiarity with operational support tools and technologies, change management, performance management, and security.

Functional Responsibility: Coordinates operational designs, develops support plans, coordinates implementations, and provides second-level support of LAN/WAN solutions supporting various platforms. Ensure workstations/server data integrity by evaluating, implementing, and managing appropriate software/hardware solutions. Act as liaison between the customer and technical groups to resolve network, software, and hardware problems. Direct Network Administrators.

Minimum Education: Bachelor's degree or equivalent work experience. A Master's degree in a related field may be substituted for two (2) years of required experience.

(24) Commercial Job Title: Network Administrator

Minimum/General Experience: Two (2) years work experience in the implementation and support of network software and hardware. Has familiarity with operational support tools and technologies, change management, performance management, and security.

Functional Responsibility: Participate in operational designs, develops support plans, implementations, and provides second-level support of LAN/WAN solutions supporting various platforms. Ensure workstations/server data integrity by evaluating, implementing, and managing appropriate software/hardware solutions.

Minimum Education: Bachelor's degree or equivalent work experience. A Master's degree in a related field may be substituted for two (2) years of required experience.

(25) Commercial Job Title: Senior Database Administrator

Minimum/General Experience: Five (5) years work experience in the design and integrity of database structures in a multi-user environment. Experience in logical and physical database design and the analysis of data and process requirements.

Functional Responsibility: Develop and enforce database standards and procedures. Take lead in logical and physical database design. Review system and programming designs to ensure efficient use of data resources. Maintain control programs required for accessing a database. Direct Database Administrators.

Minimum Education: Bachelor's degree or equivalent work experience. A Master's degree in a related field may be substituted for two (2) years of required experience.

(26) Commercial Job Title: Database Administrator

Minimum/General Experience: Two (2) years work experience in the design and integrity of database structures in a multi-user environment. Experience in logical and physical database design and the analysis of data and process requirements.

Functional Responsibility: Develop and enforce database standards and procedures. Participate in logical and physical database design. Review system and programming designs to ensure efficient use of data resources. Maintain control programs required for accessing a database.

Minimum Education: Bachelor's degree or equivalent work experience. A Master's degree in a related field may be substituted for two (2) years of required experience.

(27) Commercial Job Title: Helpdesk Manager

Minimum/General Experience: Five (5) years helpdesk management/coordination experience.

Functional Responsibility: Respond to and diagnose problems through discussions with users, including problem identification, research, isolation, and resolution steps. Manage trouble ticket system, if applicable. Manage Helpdesk staff (Tiers 1, 2, and 3). Provide management activity reports.

Minimum Education: High school diploma. A Bachelor's degree may be substituted for two (2) years of required experience.

(28) Commercial Job Title: Helpdesk (Tiers 2 and 3)

Minimum/General Experience: Two (2) years general helpdesk experience.

Functional Responsibility: Provide second and third tier level support to end users for microcomputer, server, or mainframe applications and hardware. Resolve problems referred from Tier 1 staff members. May interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem.

Minimum Education: High school diploma. A Bachelor's degree may be substituted for two (2) years of required experience.

(29) Commercial Job Title: Helpdesk (Tier 1)

Minimum/General Experience: One (1) year general IT/EC experience.

Functional Responsibility: Make user support visits. Man user support helpdesk/hotline. Maintain/update trouble ticket database. Assist in the installation, configuration, and testing of hardware/software. Escalate more complex problems.

Minimum Education: High school diploma. A Bachelor's degree may be substituted for the experience requirement.

(30) Commercial Job Title: Senior Technician

Minimum/General Experience: Four (4) years progressive experience providing hardware and software support in broad-based computer environments.

Functional Responsibility: Diagnose and resolve hardware and software problems. Install, configure, and maintain hardware and software. Provide testing and problem resolution support. Direct Technicians.

Minimum Education: Associate's degree or diploma/certificate from an applicable professional or technical training program or institution, or equivalent work experience.

(31) Commercial Job Title: Technician

Minimum/General Experience: One (1) year progressive experience in providing hardware and software support in broad-based computer environments.

Functional Responsibility: Diagnose and resolve hardware and software problems. Install, configure, and maintain hardware and software. Provide testing and problem resolution support

Minimum Education: Associate's degree or diploma/certificate from an applicable professional or technical training program or institution, or equivalent work experience.

(32) Commercial Job Title: Senior Training Specialist

Minimum/General Experience: Four (4) years general IT/EC experience, including three (3) years specialized experience as an IT/EC class instructor.

Functional Responsibility: Develop and conduct courses with prepared or developed instructional materials to educate technical and non-technical personnel. Courses may pertain to any aspect of IT/EC, including modifications to existing systems. Direct Training Specialists.

Minimum Education: Bachelor's degree or equivalent work experience. A Master's degree in a related field may be substituted for two (2) years of required experience.

(33) Commercial Job Title: Training Specialist

Minimum/General Experience: Two (2) years general IT/EC experience, including two (2) years specialized experience as an IT/EC class instructor.

Functional Responsibility: Conduct courses with prepared or developed instructional materials to educate technical and non-technical personnel. Courses may pertain to any aspect of IT/EC, including modifications to existing systems.

Minimum Education: Bachelor's degree or equivalent work experience. A Master's degree in a related field may be substituted for two (2) years of required experience.

(34) Commercial Job Title: Data Analyst

Minimum/General Experience: Two (2) years experience in data analysis.

Functional Responsibility: Maintain accurate data in the master and control files of a database in a user environment. Identify, research, and analyze data errors or inconsistencies within a database system. Update files, generate reports, and maintain documentation.

Minimum Education: Bachelor's degree or equivalent work experience. A Master's degree in a related field may be substituted for two (2) years of required experience.

(35) Commercial Job Title: Senior Technical Writer/Editor

Minimum/General Experience: Four (4) years of technical writing/documentation experience.

Functional Responsibility: Plan, prepare, coordinate, and maintain documentation of all aspects of the information systems life cycle for projects. Write, edit, and rewrite material of a technical nature. Prepare manuals, user guides, and other technical documentation.

Minimum Education: Bachelor's Degree or equivalent work experience. A Master's degree in a related field may be substituted for two (2) years of required experience.

(36) Commercial Job Title: Technical Writer/Editor

Minimum/General Experience: One (1) years of technical writing/documentation experience.

Functional Responsibility: Plan, prepare, coordinate, and maintain documentation of all aspects of the information systems life cycle for projects. Write, edit, and rewrite material of a technical nature. Prepare manuals, user guides, and other technical documentation.

Minimum Education: Bachelor's Degree or equivalent work experience. A Master's degree in a related field may be substituted for two (2) years of required experience.

(37) Commercial Job Title: Administrative Assistant

Minimum/General Experience: Two (2) years general administrative experience.

Functional Responsibility: Provide administrative support using PC skills, including, but not limited to, management reporting, financial reporting, contract administration, policies and procedures, and meetings support.

Minimum Education: High School diploma. A Bachelor's degree may be substituted for two (2) years of required experience.

(38) Commercial Job Title: Senior Technical Consultant

Minimum/General Experience: Ten (10) years general IT/EC experience including a minimum of four (4) years specialized experience in some technical area of complex automated information systems or networks such that a high level of competence and the ability to solve complex problems has been demonstrated. If the particular area of expertise is new state-of-the-art technology, the specialized experience may be less than four (4) years and more consistent with the age of the technology.

Functional Responsibility: Provide specialized support in development of requirements and approaches. Perform broad-ranging analysis of alternative tools and methodologies. Provide review/guidance/assistance in the implementation of complex technical solutions. Analyze operations and methods to improve quality and effectiveness. Conduct specialized training for tools and methodologies with which he/she has demonstrated expertise.

Minimum Education: Bachelor's degree or equivalent work experience. A Master's degree in a related field may be substituted for two (2) years of required experience.

(39) Commercial Job Title: Technical Consultant

Minimum/General Experience: Five (5) years general experience, including a minimum of two (2) years of specialized experience in some technical area of complex information systems or networks such that a high level of competence and the ability to solve complex problems has been demonstrated. If the particular area of expertise is new state-of-the-art technology, the specialized experience may be less than two (2) years and more consistent with the age of the technology.

Functional Responsibility: Provide specialized support in development of requirements and approaches. Perform broad-ranging analysis of alternative tools and methodologies. Provide review/guidance/assistance in the implementation of complex technical solutions. Analyze operations and methods to improve quality and effectiveness. Conduct specialized training for tools and methodologies with which he/she has demonstrated expertise.

Minimum Education: Bachelor's degree or equivalent work experience. A Master's degree in a related field may be substituted for two (2) years of required experience.

(40) Commercial Job Title: Subject Matter Expert (SME)

Minimum/General Experience: Five (5) years general IT/EC experience including a minimum of two (2) years specialized experience in some technical or subject matter area related to complex information systems or networks such that a high level of competence and the ability to solve complex problems has been demonstrated. If the particular area of expertise is new state-of-the-art technology, the subject matter experience may be less than two (2) years and more consistent with the age of the technology.

Functional Responsibility: Provide specialized support in development of requirements and approaches. Perform broad-ranging analysis of alternative tools and methodologies. Provide review/guidance/assistance in the implementation of complex technical solutions. Analyze operations and methods to improve quality and effectiveness. Conduct specialized training for tools and methodologies with which he/she has demonstrated expertise.

Minimum Education: Bachelor's degree or equivalent work experience. A Master's degree in a related field may be substituted for two (2) years of required experience.

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 Agency):

(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 SCHEDULE/DATES
_____	_____
_____	_____

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

(4) This BPA does not obligate any funds.

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

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

OFFICE	POINT OF CONTACT
_____	_____
_____	_____

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

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

(a) Name of Contractor;

(b) Contract Number;

(c) BPA Number;

(d) Model Number or National Stock Number (NSN);

(e) Purchase Order Number;

(f) Date of Purchase;

(g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and

(h) Date of Shipment.

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

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

BASIC GUIDELINES FOR USING “CONTRACTOR TEAM ARRANGEMENTS”

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

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

Orders under a Team Arrangement are subject to terms and conditions 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.