



TSR, INCORPORATED
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APPROVED
GENERAL SERVICES ADMINISTRATION
FEDERAL ACQUISITION SERVICE
INFORMATION TECHNOLOGY SCHEDULE
PRICELIST
GS-35F-600GA
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT,
SOFTWARE, AND SERVICES





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

General Description

Since its inception in 1994, TSR has been a pioneer in Telecom Expense Management (TEM) services, providing comprehensive solutions for managing the telecom lifecycle of both wireline and wireless services. Our principal objective is simple--help organizations attain immediate, sustainable telecom cost reductions while reducing direct labor costs.

TSR offers information technology (IT) services at competitive prices. We allow you to optimize your IT environment and quickly respond to the rapidly changing IT requirements by using our stable, scalable IT staff. From Help Desk Operations and Desktop Support to Network Monitoring and PC Staging, TSR provides knowledgeable and responsive personnel who partner with your staff to ensure optimum results.

TSR is a WBENC-certified, woman-owned small business headquartered in south central Pennsylvania. Under the direction of our president, Kathleen Kuhn, TSR embraces the core principles of performance management--efficiency, quality, and value. This same corporate conviction is actively translated into both our services and our technology. With a strong footprint in government and commercial institutions, TSR's ability to deliver full spectrum TEM, telework, and IT services can help lower operating costs, free up internal resources, and raise operating efficiency.

Contract Number: GS-35F-600GA

Period Covered by Contract: August 7, 2017 through August 6, 2022

For more information on ordering from Federal Supply Schedules, click on the FSS Schedules button at <http://fss.gsa.gov>.

**General Services Administration
Federal Supply Service**

Online access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through *GSA Advantage!*, a menu-driving database system. Agencies can access *GSA Advantage!* via the Internet at <http://www.GSAAdvantage.gov>



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1. CUSTOMER INFORMATION

1. SPECIAL ITEM NUMBERS (SINS):

a. Table of awarded Special Item Numbers (SIN)

SIN	FSC Class/ FPDS Code	Products/Services
132-51, 132-51STLOC Information Technology Professional Services	D301	IT Facility Operation and Maintenance
	D302	Systems Development Services
	D306	Systems Analysis Services
	D307	Automated Information Systems Services
	D308	Programming Services
	D310	IT Backup and Security Services
	D311	IT Data Conversion Services
	D313	Computer Aided Design/Computer Aided Manufacturing (CAD/CAM) Services
	D316	IT Network Management Services
	D317	Creation/Retrieval of IT Related Automated News Services, Data Services, or Other Information Services
	D399	Other Information Technology Services, Not Elsewhere Classified
132-52, 132-52STLOC Electronic Commerce Services	D304	Value Added Network Services (VANs) E-Mail Services Internet Access Services Navigation Services
	D399	Other Information Technology Services, Not Elsewhere Classified

b. Prices shown in the pricelist are net.

c. A description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who perform services is provided starting on page 11.



2. **MAXIMUM ORDER:** Orders exceeding the maximum order threshold may be placed in accordance with clause I-FSS-125, Requirements Exceeding the Maximum Order.

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

132-51	IT Professional Services
132-51STLOC	
132-52	Electronic Commerce
132-52STLOC	Services

3. **MINIMUM ORDER:**

a. The Minimum Order for the following Special Item Numbers is \$100.00

132-51	IT Professional Services
132-51STLOC	

4. **GEOGRAPHIC COVERAGE:** The Geographic Scope of Contract is domestic and overseas delivery. The geographic scope is the same for all items offered under this contract.

5. **PRODUCTION POINT:**

6. Prices shown are NET Prices; Basic Discounts have been deducted.

7. **DISCOUNTS:**

a. Quantity – SIN 132-52: 1% on a single task order, single item number, that is 300,000 units (circuits) or more.

SIN 132-51 - None

b. Dollar Volume – SIN 132-51: 1% on a single task order, any combination of Professional IT Services that is \$300,000 or greater.

SIN 132-52 - None

8. **PROMPT PAYMENT:** 1% 15 days from receipt of invoice or date of acceptance, whichever is later.

9. **GOVERNMENT PURCHASE CARDS:**

a. Contractors are required to accept credit cards for payments equal to or less than the micro-purchase threshold for oral or written delivery orders.

b. Credit cards ARE acceptable for payment above the micro-purchase threshold. In addition, bank account information for wire transfer payments will be shown on the invoice.



10. **FOREIGN ITEMS:** Not applicable.

11. **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:

<u>Special Item Numbers</u>	<u>Delivery Time (Days ARO)</u>
SIN 132-51	TBD between TSR and the Ordering Activity
SIN 132-52	TBD between TSR and the Ordering Activity

b. **EXPEDITED DELIVERY:** As negotiated between TSR and the Ordering Activity.

c. **OVERNIGHT and TWO-DAY DELIVERY:** As negotiated between TSR and the Ordering Activity.

d. **URGENT REQUIREMENTS:** When the Federal Acquisition Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

12. **FOB:** Destination

13. **ORDERING INFORMATION:**

a. Agencies should address all orders to the following address:

TSR, Incorporated

 2005 Hummel Avenue

 Camp Hill, PA 17011

 (717) 724-3220 (Tel) | (717) 724-0234 (Fax)

b. For supplies and services, the order procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.



14. PAYMENT INFORMATION:

- a. Agencies should address all payments to the following address:

TSR, Incorporated

2005 Hummel Avenue

Camp Hill, PA 17011

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

Ordering Assistance

717-724-3220

Technical

717-724-3220

- 15. WARRANTY PROVISION:** Standard Commercial Warranty.

16. STATEMENT CONCERNING AVAILABILITY OF EXPORT PACKING:

Not applicable

17. TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE ABOVE THE MICROPURCHASE THRESHOLD:

TSR accepts Government purchase cards for payments equal to or less than the micro-purchase for oral or written orders under this contract. The Contractor and the ordering agency may agree to use the credit card for dollar amounts over the micro-purchase threshold (See GSAR 552.232-79 Payment by Credit Card). In addition, bank account information for wire transfer payments is shown on the invoice.

18. TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR:

Not applicable.

- 19. TERMS AND CONDITIONS OF INSTALLATION:** Not applicable.

20. TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES:

Not applicable.

- 20a. TERMS AND CONDITIONS FOR ANY OTHER SERVICES:** Not applicable.

- 21. SERVICE AND DISTRIBUTION POINTS:** Not applicable.

- 22. PARTICIPATING DEALERS:** Not applicable.

- 23. PREVENTATIVE MAINTENANCE:** Not applicable.



24a. ENVIRONMENTAL ATTRIBUTES: None

24b. SECTION 508 COMPLIANCE: In accordance with 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d), FAR 39.2, and the Architectural and Transportation Barriers Compliance Board Electronic and Information Technology (EIT) Accessibility Standards (36 CFR 1194) General Services Administration (GSA), where applicable, all items and services offered under the contract are 508 compliant.

- Yes
- No

Section 508 compliance information on the supplies and services in this contract are available at the following: [http:// www.tsr-inc.com](http://www.tsr-inc.com)

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

25. DATA UNIVERSAL NUMBERING SYSTEM (DUNS) NUMBER: 87-868-3473

26. Contractor **HAS** registered with the System for Award Management (SAM).

27. SERVICE CONTRACT ACT: The Service Contract Act (SCA) is applicable to this contract and all services provided. While no specific labor categories have been identified as being subject to SCA due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29CFR 5413.300), this contract still maintains the provisions and protections for SCA eligible labor categories. If and/or when the Contractor adds SCA labor categories / employees to the contract through the modification process, the Contractor must inform the Contracting Officer and establish a SCA matrix identifying the GSA labor category titles, the occupational code, SCA labor category titles and applicable wage determination (WD) number. Failure to do so may result in cancellation of the contract.

2. TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51)

1. SCOPE

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology (IT) Professional Services apply exclusively to IT 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 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 (Deviation – 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.



3. IT PROFESSIONAL SERVICES DESCRIPTIONS

Educational and experience substitutions appear below each labor category if applicable.

Note – The following applies to all labor category descriptions.

In some cases, the following can be considered in place of minimum education and experience: unique education, specialized experience, skills, knowledge, training or certification; quality of experience; and national recognition. Related experience can be substituted for education. Education and experience requirements are determined jointly by TSR, Incorporated and the customer, based on task requirements.

OPERATIONS DIRECTOR

Minimum/General Experience: Fifteen years of experience; the last ten years are specialized. Specialized experience includes complete engineering project development from inception to deployment, demonstrated ability to provide guidance and direction in similar tasks, proven expertise in the management and control of funds and resources, and demonstrated capability in managing multi-task contracts. General experience includes increasing responsibilities in information and/or telecommunications management.

Functional Responsibilities: Serves as TSR's single contract manager, and is the authorized interface with the Government Contracting Officer (CO), the Contracting Officer's Representative (COR), Government management personnel, and customer Agency representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel and communicating policies, purposes, and goals of the organization to subordinates. Responsible for the overall contract performance.

Minimum Education: Bachelor's Degree in computer science, information systems, physical science, business, engineering, telecommunications, or other related scientific or technical discipline.

Education and experience requirements can be substituted with:

1. Master's Degree (in subjects described above) and thirteen years of experience.
2. High School Diploma or GED and twenty years of experience, of which ten years were direct supervisory experience.

CONTRACT MANAGER

Minimum/General Experience: Five years of recent Government contract and task order experience. Good working knowledge of the FAR.

Functional Responsibility: Prepares contract documentation, including cost and technical responses when required. Drafts and reviews prime contracts, subcontracts, purchase orders, teaming agreements, confidentiality agreements and other contractual documents for the company. Negotiates and administers task order contracts with a variety of Government clients. Provides over-all advice, direction and guidance to ensure compliance with corporate contract agreements or proposed agreements rates, rules, and regulations. Drafts and reviews contract documents for compliance with applicable laws and regulations and corporate policies.



Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, business/finance, or telecommunications.

Education and experience requirements can be substituted with:

1. Master's Degree (in subjects described above) and two years of experience.
2. High School Diploma or GED and ten years of experience in subjects described above.

SENIOR CONTRACT ADMINISTRATOR

Minimum/General Experience: Five years of intensive and progressive experience demonstrating proficiency in directing contracts.

Functional Responsibilities: Oversees functions related to handling contracts. Prepares bid requests, bid evaluations and assists in the direction of contract implementation. Assesses and measures completed work to ensure it adheres to contract parameters. Calculates contractual payments, supervises subcontractors or related entities and address issues that arise from a contract.

Minimum Education: Bachelor's Degree in management, business, finance, computer science/systems, information systems/technology, telecommunications, or another related field.

Education and experience requirements can be substituted with:

1. Master's Degree (in subjects described above) and three years of experience.
2. High School Diploma or GED and five years of experience in subjects described above.

PROGRAM MANAGER

Minimum/General Experience: Ten years of experience, of which six years are specialized. Specialized experience includes complete project development from inception to deployment, demonstrated ability to provide guidance and direction in tasks similar to sample tasks provided in the statement of work, proven expertise in the management and control of funds and resources, and demonstrated capability in managing multi-task contracts of this type and complexity. General experience includes increasing responsibilities in information systems / telecommunications processing and management.

Functional Responsibility: Responsible for large information technology (IT) projects\ programs or significant segment of a large complex project\program. Leads team on large projects\programs or significant segment of large complex projects\programs. Translates customer requirements into formal agreements and plans to culminate in customer acceptance of results or have acceptance in the targeted market, while meeting business objectives. Works with client to identify business requirements and develop the proposal. Subsequently leads a team in the initiating, planning, controlling, executing, and closing tasks of a project\program or segment of a project\program to produce the IT solution deliverable. Executes a wide range of process activities beginning with the request for proposal through development, test, and final delivery. Formulates partnerships between the customer, providers, and staff. Anticipates potential project\program related problems. Uses refined techniques for identifying, eliminating or mitigating solution, project\program, and business risk. Understands customer, industry, and business trends and applies this understanding to meet project\program objectives. As appropriate, challenges the validity of given procedures and processes with a view toward enhancement or improvement. Analyzes



information and situations and implement actions, independently and or through the management team to ensure project\program objectives are met. Analyzes new and complex project\program-related problems and creates innovative solutions involving scheduling, technology, methodology, tools, and solution components.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, business/finance, or telecommunications.

Education and experience requirements can be substituted with:

1. Master's Degree (in subjects described above) and four years of experience.
2. High School Diploma or GED and eighteen years of experience, of which ten years include direct supervisory experience.

PROGRAM MANAGER II

Minimum/General Experience: Fifteen years of experience, of which ten years are specialized.

Specialized experience includes complete project development from inception to deployment, demonstrated ability to provide guidance and direction in the tasks similar to the sample tasks provided in the statement of work, proven expertise in the management and control of funds and resources, demonstrated capability in managing multi-task contracts of this type and complexity. General experience includes increasing responsibilities in information systems / telecommunications processing and management.

Functional Responsibility: Responsible for large information technology (IT) projects\ programs or significant segment of a large complex project\program. Leads team on large projects\programs or significant segment of large complex projects\programs. Translates customer requirements into formal agreements and plans to culminate in customer acceptance of results or have acceptance in the targeted market, while meeting business objectives. Works with client to identify business requirements and develop the proposal. Subsequently leads a team in the initiating, planning, controlling, executing, and closing tasks of a project\program or segment of a project\program to produce the IT solution deliverable. Executes a wide range of process activities beginning with the request for proposal through development, test, and final delivery. Formulates partnerships between the customer, providers, and staff. Anticipates potential project\program related problems. Uses refined techniques for identifying, eliminating or mitigating solution, project\program, and business risk. Understands customer, industry, and business trends and applies this understanding to meet project\program objectives. As appropriate, challenges the validity of given procedures and processes with a view toward enhancement or improvement. Analyzes information and situations and implement actions, independently and or through the management team to ensure project\program objectives are met. Analyzes new and complex project\program-related problems and creates innovative solutions involving scheduling, technology, methodology, tools, and solution components.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, business/finance, or telecommunications.



Education and experience requirements can be substituted with:

1. Master's Degree (in subjects described above) and seven years of experience.
2. High School Diploma or GED and twenty years of experience, of which twelve years include direct supervisory experience.

PROJECT COORDINATOR

Minimum/General Experience: Two years of intensive and progressive experience demonstrating the required proficiency levels related to the project.

Functional Responsibilities: Leads change request status meetings and assist with determination of project requirements and management of change request approvals. Assists the Program/Project Manager with day-to-day activities including: status reporting, financial reporting, time tracking, and project communication. Applies basic project management methodologies and tools, resource management practices, and change management techniques. Tracks the progress and quality of work being performed by all disciplines including development, business analytics, and user experience. Effectively and accurately communicates relevant project information to the Project Sponsor and the project / program team. Keeps the Project Sponsor and others informed about project status and issues that can impact the team.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, business/finance, telecommunications, or another related field.

Education and experience requirements can be substituted with:

1. High School Diploma or GED and five years of experience in subjects described above.

PROJECT MANAGER

Minimum/General Experience: Two years of intensive and progressive experience demonstrating the required proficiency levels related to the project.

Functional Responsibilities: Assists project manager on large, complex task order (or a group of task orders affecting the same common/standard/migration system) and assists the Program/Project Manager in working with the ordering activity Contracting Officer (CO), the contract-level Contracting Officer's Representative (COR), the task order-level COR(s), ordering activity management personnel and customer Agency representatives. Under the guidance of the Project Manager, responsible for the management of the specific task order(s) and insuring that the technical solutions and schedules in the task order are implemented in a timely manner.

Minimum Education: Associate's Degree in computer science/systems, information systems/technology, engineering/engineering technology, management, business/finance, or telecommunications.

Education and experience requirements can be substituted with:

1. High School Diploma or GED and five years of experience in subjects described above.



PROJECT MANAGER II

Minimum/General Experience: Seven years of general experience, including five years of specialized experience, of which two years were direct supervisory experience. Specialized experience includes project development and maintenance, demonstrated ability to provide guidance and direction in the tasks similar to the sample tasks provided in the statement of work, demonstrated capability in managing multi-task contracts of this type and complexity. General experience includes increasing responsibilities in information systems / telecommunications processing and management.

Functional Responsibilities: Monitors each task and keeps the Program Manager abreast of all problems and accomplishments. Anticipates problems and works to mitigate the anticipated problems. As a team or project leader, provides technical direction for the complete IT systems development effort. As a staff specialist, resolves unique and unyielding systems problems using new technology. Completes tasks within estimated time frames and budget constraints. Schedules and assigns duties to subordinates. Interacts with Government management personnel. Reports in writing and orally to contractor management and Government representatives, including the Government contracting officer.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, business/finance, telecommunications, or another related field.

Education and experience requirements can be substituted with:

1. Bachelor's Degree (in subjects described above) and four years of experience.
2. Master's Degree (in subjects described above) and two years of experience.
3. High School Diploma or GED and ten years of experience in subjects described above.

SENIOR PROJECT MANAGER

Minimum/General Experience: Ten years of general experience, including six years of specialized experience, of which three years were direct supervisory experience. Specialized experience includes project development and maintenance, demonstrated ability to provide guidance and direction in the tasks similar to the sample tasks provided in the statement of work, demonstrated capability in managing multi-task contracts of this type and complexity. General experience includes increasing responsibilities in information systems / telecommunications processing and management.

Functional Responsibilities: Monitors each task and keeps abreast of all problems and accomplishments. Anticipates problems and works to mitigate the anticipated problems. Provides technical direction for the complete IT systems development effort. As a staff specialist, resolves unique and unyielding systems problems using new technology. Completes tasks within estimated time frames and budget constraints. Schedules and assigns duties to subordinates. Interacts with Government management personnel. Reports in writing and orally to contractor management and Government representatives, including the Government contracting officer.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, business/finance, telecommunications, or another related field.



Education and experience requirements can be substituted with:

1. Bachelor's Degree (in subjects described above) and five years of experience.
2. Master's Degree (in subjects described above) and three years of experience.

QUALITY ASSURANCE MANAGER

Minimum/General Experience: Five years of experience in configuration management, verification and validation, quality testing and evaluation (T&E) and integration, quality metrics and their application to quality assessment. Experience includes increasing responsibilities in quality assurance and quality control

Functional Responsibilities: Establishes and maintains a process for evaluating internal practices, software, and associated documentation. Determines the resources required for quality control. Maintains the level of quality throughout the project life cycle. Conducts formal and informal reviews at pre-determined points throughout the project life cycle.

Minimum Education: Bachelor's Degree in quality assurance, quality management, computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, business/finance, telecommunications, or another related field.

Education and experience requirements can be substituted with:

1. Master's Degree (in subjects described above) and two years of experience.
2. High School Diploma or GED and ten years of experience.

TRANSITION MANAGER

Minimum/General Experience: Six years of experience in recent Government task order experience. Extensive knowledge of funding policies and program management practices applicable to technology transition is required.

Functional Responsibilities: Accountable to the Program and/or Project Manager for the quality of delivery and successful transfer to operations for new and changed services. Coordinates between business owners, program/project managers, design teams, operations teams, communicating between all key stakeholders to ensure the smooth and successful implementation of new services, executed to high quality standards. Ensures service management procedures are followed and provides the capability to measure and maintain performance of the service, post launch, to promote continual improvement.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, business/finance, telecommunications, or another related field.

Education and experience requirements can be substituted with:

1. Master's Degree (in subjects described above) and four years of experience.
2. High School Diploma or GED and ten years of experience.

TEAM LEADER

Minimum/General Experience: Five years of general experience including three years of specialized experience, of which two years were direct supervisory experience.



Functional Responsibilities: Provides guidance, instruction, direction and leadership to a group of individuals throughout a project. Monitors team's performance to ensure they meet predetermined goals. Verifies individual performance by using tracking systems and coaches team members to improve overall performance. Provides information and updates to the Program/Project manager in meetings or through regular correspondence.

Minimum Education: Bachelor's Degree in related field.

Education and experience requirements can be substituted with:

1. Master's Degree and three years of experience.
2. High School Diploma or GED and seven years of experience.

SECURITY ADMINISTRATOR

Minimum/General Experience: Five years of general experience including three years of specialized experience

Functional Responsibilities: Develops, establishes, and maintains information and physical security policies, standards, and procedures. Coordinates and implements security mechanisms for user applications. Responsible for system controls, security, and data integrity. Works with client staff to analyze and define information security requirements, as well as physical security requirements.

Performs analysis of security risks, threats, and vulnerabilities of networks, systems, and applications. Recommends strategies to prevent security exposures and detect intrusions. Interfaces with user community to understand their security needs and implements procedures to accommodate them. Ensures that user community understands and adheres to necessary procedures to maintain security. Researches and evaluates security concepts, tools, and techniques for incorporation into the environment. Performs testing of information security products to provide the best solution to protect and maintain data security and to cost-effectively protect information systems assets from intentional or inadvertent modification, disclosure, or destruction.

Minimum Education: Bachelor's Degree in related field.

Education and experience requirements can be substituted with:

1. Master's Degree and three years of experience in subjects described above.
2. High School Diploma or GED and seven years of experience in subjects described above.

SENIOR SECURITY ADMINISTRATOR

Minimum/General Experience: Ten years of general experience including six years of specialized experience

Functional Responsibilities: Develops, establishes, and maintains information and physical security policies, standards, and procedures. Coordinates and implements security mechanisms for user applications. Responsible for system controls, security, and data integrity. Works with client staff to analyze and define information security requirements, as well as physical security requirements.

Performs analysis of security risks, threats, and vulnerabilities of networks, systems, and applications. Recommends strategies to prevent security exposures and detect intrusions. Interfaces with user



community to understand their security needs and implements procedures to accommodate them. Ensures that user community understands and adheres to necessary procedures to maintain security. Researches and evaluates security concepts, tools, and techniques for incorporation into the environment. Performs testing of information security products to provide the best solution to protect and maintain data security and to cost-effectively protect information systems assets from intentional or inadvertent modification, disclosure, or destruction.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, management, business/finance, or another related field.

Education and experience requirements can be substituted with:

1. Master's Degree and five years of experience in subjects described above.
2. High School Diploma or GED and 15 years of experience in subjects described above.

SENIOR ADMINISTRATIVE ASSISTANT

Minimum/General Experience: Five years of experience in administrative or office support.

Functional Responsibilities: Directly supports Program Manager or Project Manager. Assists in the preparation of presentation graphics, coordination of activities and supports the development and distribution of contract deliverables and reports. Responsible for over-seeing the administrative functions in a business or office environment.

Minimum Education: Associates degree in Business Administration

Education and experience requirements can be substituted with:

1. High School Diploma or GED and ten years of experience.

TELECOM MANAGER

Minimum/General Experience: Five years of experience, of which three years are specialized. Specialized experience includes: complete project development from inception to deployment, demonstrated ability to provide guidance and direction in the tasks similar to the sample tasks provided in the statement of work, proven expertise in the management and control of funds and resources, demonstrated capability in managing multi-task contracts of this type and complexity. General experience includes increasing responsibilities in information systems / telecommunications processing and management.

Functional Responsibilities: Responsible for managing the operation, performance, and staffing of the telecommunications services team. Oversees the full array of Telecom Expense Management (TEM) services including Bill Audit, Transition of Services, Provisioning of Telecom Services and Networks, Bill Verification, Dispute Resolution, and Bill Consolidation and Payment. Gathers, analyzes, and recommends systems requirements in voice, data, and wireless applications and support. Recommends enhancements and develops specifications, operational standards, and policies.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, telecommunications, management, business/finance, or another related field.

Education and experience requirements can be substituted with:



1. Master's Degree and three years of experience in subjects described above.
2. High School Diploma or GED and seven years of experience in subjects described above.

TELECOM MANAGER II

Minimum/General Experience: Eight years of experience, of which five years are specialized. Specialized experience includes: complete project development from inception to deployment, demonstrated ability to provide guidance and direction in the tasks similar to the sample tasks provided in the statement of work, proven expertise in the management and control of funds and resources, demonstrated capability in managing multi-task contracts of this type and complexity. General experience includes increasing responsibilities in information systems / telecommunications processing and management.

Functional Responsibilities: Responsible for managing the operation, performance, and staffing of the telecommunications services team. Oversees the full array of Telecom Expense Management (TEM) services including Bill Audit, Transition of Services, Provisioning of Telecom Services and Networks, Bill Verification, Dispute Resolution, and Bill Consolidation and Payment. Gathers, analyzes, and recommends systems requirements in voice, data, and wireless applications and support. Recommends enhancements and develops specifications, operational standards, and policies.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, telecommunications, management, business/finance, or another related field.

Education and experience requirements can be substituted with:

1. Master's Degree and five years of experience in subjects described above.
2. High School Diploma or GED and ten years of experience in subjects described above.

TELECOMMUNICATIONS ANALYST

Minimum/General Experience: Four years of experience, of which two years are specialized in the telecommunications field.

Functional Responsibilities: Evaluates, designs, and maintains existing and proposed telecommunications systems. Analyzes the telecommunications needs of users to recommend solutions and provide input on telecommunication software solutions. Researches and evaluates emerging technologies, equipment, software, and methods to ensure best utilization of current and future voice and/or data communications. Monitors the telecommunications systems operations and provides training to end users on features/functionality, if needed.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, telecommunications, management, business/finance, or another related field.

Education and experience requirements can be substituted with:

1. Master's Degree and two years of experience in subjects described above.
2. High School Diploma or GED and six years of experience in subjects described above.



TELECOMMUNICATIONS ANALYST II

Minimum/General Experience: Six years of experience, of which four years are specialized in the telecommunications field.

Functional Responsibilities: Evaluates, designs, and maintains existing and proposed telecommunications systems. Analyzes the telecommunications needs of users to recommend solutions and provide input on telecommunication software solutions. Researches and evaluates emerging technologies, equipment, software, and methods to ensure best utilization of current and future voice and/or data communications. Monitors the telecommunications systems operations and provides training to end users on features/functionality, if needed.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, telecommunications, management, business/finance, or another related field.

Education and experience requirements can be substituted with:

1. Master's Degree and two years of experience in subjects described above.
2. High School Diploma or GED and six years of experience in subjects described above.

SENIOR TELECOMMUNICATIONS ANALYST

Minimum/General Experience: Eight years of experience, of which five years are specialized in the telecommunications field. Advanced understanding of relevant metrics and analytics for telecom networks.

Functional Responsibilities: Evaluates, designs, and maintains existing and proposed telecommunications systems. Ability to apply specialized communications methods and analytical techniques. Analyzes the telecommunications needs of users to recommend solutions and provide input on telecommunication software solutions. Researches and evaluates emerging technologies, equipment, software, and methods to ensure best utilization of current and future voice and/or data communications. Provides recommendation for improvements to enhance the technical capabilities of telecommunication systems and reduce operating costs. Maintains telecommunication systems by troubleshooting and repairing outages; testing back-up procedures; and updating documentation. Provides training to end users on features/functionality, if needed.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, telecommunications, management, business/finance, or another related field.

Education and experience requirements can be substituted with:

1. Master's Degree and five years of experience in subjects described above.
2. High School Diploma or GED and 12 years of experience in subjects described above.

TELECOMMUNICATIONS ENGINEER

Minimum/General Experience: Two years of experience, of which one year is specialized.

Functional Responsibilities: Uses technical expertise to provide a range of services and engineering solutions revolving around different modes of communication and information transfer, such as wireless telephony services, internet and broadband technologies. Involved across all aspects of service delivery,



from carrying out feasibility exercises and determining connectivity to preparing detailed, technical and operational documentation.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, or telecommunications, electronics or electrical engineering, or another related field.

Education and experience requirements can be substituted with:

1. Master's Degree and one year of experience in subjects described above.
2. High School Diploma or GED and four years of experience in subjects described above.

TELECOMMUNICATIONS ENGINEER II

Minimum/General Experience: Five years of experience, of which three years are specialized.

Functional Responsibilities: Uses technical expertise to provide a range of services and engineering solutions revolving around different modes of communication and information transfer, such as wireless telephony services, internet and broadband technologies. Involved across all aspects of service delivery, from carrying out feasibility exercises and determining connectivity to preparing detailed, technical and operational documentation.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, telecommunications, electronics or electrical engineering, or another related field.

Education and experience requirements can be substituted with:

1. Master's Degree and two years of experience in subjects described above.
2. High School Diploma or GED and seven years of experience in subjects described above.

SENIOR TELECOMMUNICATIONS ENGINEER

Minimum/General Experience: Seven years of experience in managing telecommunications systems.

Functional Responsibilities: Manages and administers telecommunications infrastructure and its associated software, including PBXs, VoIP, call management systems, voice mail, video conferencing interactive voice response, and other telephony or network applications. Maps current capabilities and assists in planning roadmaps to leverage emerging trends in VoIP, cloud, managed services and mobility solutions. Develops, implements, and maintains policies, procedures, and training plans for telecommunication systems administration and appropriate use. Plans for and schedules preventive maintenance and upgrades for voice systems equipment and software. Designs and oversees telecommunications projects to improve or expand the current infrastructure. Monitors and identifies capacity and performance issues for telecommunications traffic to ensure continued, uninterrupted operation of telecommunications systems. Conducts testing and develops disaster recovery plans to detect faults, minimize malfunctions, and backup systems.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, telecommunications, electronics or electrical engineering, or another related field.

Education and experience requirements can be substituted with:

1. Master's Degree and four years of experience in subjects described above.
2. High School diploma or GED and 12 years of experience in subjects described above.



PRINCIPAL INFORMATION ENGINEER

Minimum/General Experience: Ten years of experience, of which eight years were specialized in information systems development, functional and data requirements analysis, systems analysis and design, programming, and program design, and documentation preparation. Additionally, ten years specialized experience is required in the following: demonstrated experience in managing the implementation of information engineering projects and experience in systems analysis, design and programming. Demonstrated experience in the client server environment. Proven managerial and supervisory skills. Demonstrated exceptional written and oral communications skills, including giving formal presentations to different audiences. Must demonstrate the ability to work independently or under only general direction.

Functional Responsibilities: Applies an enterprise-wide set of disciplines for the planning, analysis, design and construction of information systems on an enterprise-wide basis or across a major sector of the enterprise. Develops analytical and computational techniques and methodologies for problem solutions. Performs enterprise-wide strategic systems planning, business information planning, and analysis. Performs process and data modeling in support of planning and analysis efforts using both manual and automated tools. Applies reverse engineering and re-engineering disciplines to develop system migration and tactical and strategic planning documents. Provides technical guidance in software engineering techniques and automated support tools.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, engineering, or other related scientific or technical discipline.

Education and experience requirements can be substituted with:

1. Master's Degree (in subjects described above) and nine years of experience, of which seven were specialized.

COMMUNICATIONS NETWORK ANALYST

Minimum/General Experience: Seven years of experience, of which four years are specialized. Specialized experience also includes: trouble shooting and maintaining communication network systems, which can be mainframe, mini, or client server based. General experience includes all aspects of communication networks planning, installation, and support. Analyze, design, test, and evaluate network systems, such as local area networks (LAN), wide area networks (WAN), Internet, intranet, and other data communications systems. Perform network modeling, analysis, and planning. Research and recommend network and data communications hardware and software. Includes telecommunications specialists who deal with the interfacing of computer and communications equipment. Can supervise computer programmers.

Functional Responsibilities: Evaluates communication hardware and software, troubleshoots LAN/WAN and other network related problems, and provides technical expertise for performance and configuration of networks. Performs general LAN/WAN administration, provides technical assistance in the integration and test of complex large-scale computer integrated networks. Schedules and assists with conversions and cut-overs. Operates the network control center, maintains systems, and coordinates with other users and sites.



Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, engineering, business, or other related scientific or technical discipline.

Education and experience requirements can be substituted with:

1. Master's Degree (in subjects described above) and five years of experience, of which the last three were specialized.
2. Relevant Technical Certifications with eight years of experience, of which the last five were specialized.
3. High School Diploma or GED and ten years of experience, of which the last eight years were specialized.

COMMUNICATIONS NETWORK ANALYST II

Minimum/General Experience: Ten years of experience, of which six years are specialized.

Specialized experience also includes: trouble shooting and maintaining communication network systems, which can be mainframe, mini, or client server based. General experience includes all aspects of communication networks planning, installation, and support. Analyze, design, test, and evaluate network systems, such as local area networks (LAN), wide area networks (WAN), Internet, intranet, and other data communications systems. Perform network modeling, analysis, and planning. Research and recommend network and data communications hardware and software. Includes telecommunications specialists who deal with the interfacing of computer and communications equipment. Can supervise computer programmers.

Functional Responsibilities: Evaluates communication hardware and software, troubleshoots LAN/WAN and other network related problems, and provides technical expertise for performance and configuration of networks. Performs general LAN/WAN administration; provides technical assistance in the integration and testing of complex large-scale computer integrated networks. Schedules and assists with conversions and cut-overs. Operates the network control center, maintains systems, and coordinates with other users and sites.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, engineering, business, or other related scientific or technical discipline.

Education and experience requirements can be substituted with:

1. Master's Degree (in subjects described above) and eight years of experience, of which the last four were specialized.
2. Relevant Technical Certifications with eight years of experience, of which the last six were specialized.
3. High School Diploma or GED and 15 or more years of experience, of which the last eight years were specialized.

NETWORK ENGINEER

Minimum/General Experience: Eight years of general experience, of which the last six years are specialized. Specialized experience includes: supervision of system engineers, use of structured analysis, design methodologies and design tools, object oriented principles, and experience with the



logical and physical, functional, operational, and technical architecture of large and complex information and communications systems.

Functional Responsibilities: Establishes networking environment by designing system configuration; directing system installation; defining, documenting, and enforcing system standards. Maximizes network performance by monitoring performance; troubleshooting network problems and outages; scheduling upgrades; and collaborating with network architects on network optimization. Secures network system by establishing and enforcing policies as well as defining and monitoring access. Reports network operational status by gathering and prioritizing information. Manages projects.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, engineering, business, or other related scientific or technical disciplines.

Education and experience requirements can be substituted with:

1. Master's Degree (in subjects described above) and five years of experience, of which the last four were specialized.
2. High School Diploma or GED and ten years of experience, of which the last eight years were specialized.

NETWORK ENGINEER II

Minimum/General Experience: Ten years of general experience, of which the last eight years are specialized. Specialized experience includes: supervision of system engineers, use of structured analysis, design methodologies and design tools, object oriented principles, and experience with the logical and physical, functional, operational, and technical architecture of large and complex information and communications systems.

Functional Responsibilities: Establishes networking environment by designing system configuration; directing system installation; defining, documenting, and enforcing system standards. Maximizes network performance by monitoring performance; troubleshooting network problems and outages; scheduling upgrades; and collaborating with network architects on network optimization. Secures network system by establishing and enforcing policies as well as defining and monitoring access. Reports network operational status by gathering and prioritizing information. Manages projects.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, engineering, business, or other related scientific or technical disciplines.

Education and experience requirements can be substituted with:

1. Master's Degree (in subjects described above) and seven years of experience, of which the last five were specialized.
2. High School Diploma or GED and 15 years of experience, of which the last twelve years were specialized.

SYSTEMS ENGINEER

Minimum/General Experience: Four years of increasingly complex and progressive experience in computer systems/network engineering with three years of specialized experience.



Functional Responsibilities: Analyzes information and data processing requirements to determine electronic information and data processing system capabilities required for projects or workload. Performs analysis and assessments on system timing, interfaces, and performance. Reports on all findings and provides recommendations and alternative approaches. Knowledgeable in areas including: state-of-the-art computer and information technology, data base design and development, operating systems, Personal Computers, Database Management, Network Protocols, WANS, circuitry, etc. Reviews system and/or software requirements and prepares test plans, test cases, and test procedures for conduct of various levels of testing; conducts necessary testing; analyzes and quantifies test data; and, provides test reports including necessary corrective actions.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, engineering, mathematics, or other related scientific or technical disciplines.

Education and experience requirements can be substituted with:

1. Master's Degree (in subjects described above) and three years of experience, of which the last two years were specialized.
2. High School Diploma or GED and six years of experience, of which the last four years were specialized.

SYSTEMS ENGINEER II

Minimum/General Experience: Six years of increasingly complex and progressive experience in computer systems/network engineering with four years of specialized experience.

Functional Responsibilities: Analyzes information and data processing requirements to determine electronic information and data processing system capabilities required for projects or workload. Performs analysis and assessments on system timing, interfaces, and performance. Reports on all findings and provides recommendations and alternative approaches. Knowledgeable in areas including: state-of-the-art computer and information technology, data base design and development, operating systems, Personal Computers, Database Management, Network Protocols, WANS, circuitry, etc. Reviews system and/or software requirements and prepares test plans, test cases, and test procedures for conduct of various levels of testing; conducts necessary testing; analyzes and quantifies test data; and, provides test reports including necessary corrective actions.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, engineering, mathematics, or other related scientific or technical disciplines.

Education and experience requirements can be substituted with:

1. Master's Degree (in subjects described above) and four years of experience, of which the last three years were specialized.
2. High School Diploma or GED and eight years of experience, of which the last six years were specialized.

SYSTEMS ANALYST

Minimum/General Experience: Two years of increasingly complex and progressive experience in performing systems analyses with one year of experience in the design, development and/or support of technical problems and solutions in the information technology environment.



Functional Responsibilities: Assists in all aspects of network management from the initial high level design of LAN/WAN topologies through implementation and support. Performs design, analysis, documentation, testing, installation, implementation, troubleshooting, component replacement, and general support functions for the network; to include security and distributed software performance through the network.

Minimum Education: Associate's Degree in a scientific or technical discipline.

Education and experience requirements can be substituted with:

- 1 Bachelor's Degree in computer science/systems, information systems/technology, engineering, mathematics, or other related scientific or technical disciplines.
2. High School Diploma or GED and four years of experience, of which the last two years were specialized.

SYSTEMS ANALYST II

Minimum/General Experience: Five years of increasingly complex and progressive experience in performing systems analyses with three years of experience in the design, development and/or support of technical problems and solutions in the information technology environment.

Functional Responsibilities: Responsible for all aspects of network management from the initial high-level design of LAN/WAN topologies through implementation and support. Performs design, analysis, documentation, testing, installation, implementation, complex troubleshooting, component replacement, and general support functions for the network; to include distributed software performance through the network. Develops maintenance plans, testing and security plans, business continuity, and disaster recovery plans. Can train, supervise, and provide daily direction to staff members.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, engineering, mathematics, or other related scientific or technical disciplines.

Education and experience requirements can be substituted with:

- 1 Associate's Degree and six years of experience in the design, development, and/or support of functional systems.
2. High School Diploma or GED and eight years of experience, of which the last five years were specialized.

SENIOR SYSTEMS ANALYST

Minimum/General Experience: Eight years of increasingly complex and progressive experience in performing systems analyses with five years of experience in the design, development and/or support of technical problems and solutions in the information technology environment.

Functional Responsibilities: Establishes system information requirements in the development of enterprise-wide or large scale information systems. Designs architecture to support the total requirements, and provide for present and future cross-functional requirements and interfaces. Ensures systems are compatible with the standards for open systems architectures or similar customer-driven standards and



specifications. Develops comprehensive maintenance and testing plans for configurations of LAN/WAN network/system components. Can train, supervise, and provide daily direction to staff members.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, engineering, mathematics, or other related scientific or technical disciplines.

Education and experience requirements can be substituted with:

1. Associate's Degree and ten years of experience in the design, development, and/or support of functional systems.
2. High School Diploma or GED and 12 years of experience, of which the last eight years were specialized.

APPLICATION PROGRAMMER

Minimum/General Experience: Two years of general experience, of which the last year is specialized. Specialized experience includes: experience as an applications programmer on large-scale data base management systems, knowledge of computer equipment and ability to develop complex software to satisfy design objectives. Demonstrated ability to work under only general direction.

Functional Responsibilities: Analyzes functional business applications and design specifications for functional activities. Develops block diagrams and logic flow charts. Translates detailed design into computer software. Tests, debugs, and refines the computer software to produce the required products. Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, engineering, business, or other related scientific or technical discipline.

Education and experience requirements can be substituted with:

1. High School Diploma or GED and four years of experience, of which the last two years were specialized.

APPLICATION PROGRAMMER II

Minimum/General Experience: Five years of general experience, of which the last three years are specialized. Specialized experience includes: experience as an applications programmer on large-scale data base management systems, knowledge of computer equipment and ability to develop complex software to satisfy design objectives. Demonstrated ability to work independently or under only general direction.

Functional Responsibilities: Provides programming support for implementing enhancements to application software, configuration of COTS, or the development of new software modules using appropriate software and scripting languages. Uses sound software engineering principles to ensure that solutions satisfy user requirements and is modifiable efficient, reliable, understandable, and fault tolerant. Writes specifications, designs, documentation, software code, test plans, and user instructions. Supports system maintenance and updates. Follows and provides software process management and control throughout the software development and/or integration process. Can train, supervise, and provide daily direction to staff members.



Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, engineering, business, or other related scientific or technical discipline.

Education and experience requirements can be substituted with:

1. Master's Degree (in subjects described above) with two years of experience.
2. High School Diploma or GED and eight years of experience, of which the last four years were specialized.

SENIOR APPLICATION PROGRAMMER

Minimum/General Experience: Eight years in computer programming, software design and integration, and participation with software design teams. Specialized experience includes: experience as an applications programmer on large-scale data base management systems, knowledge of computer equipment and ability to develop complex software to satisfy design objectives. Demonstrated ability to work independently.

Functional Responsibility: Leads large or complex programming efforts. Creates specific object/module or system component software including web-based applications using appropriate software and scripting languages, designs, documents specifications, work plans and proposals, test plans, and user instructions. Uses sound software engineering principles to ensure that developed code satisfies requirements and is modifiable, efficient, reliable, understandable, and fault tolerant. Provides software process management and control throughout the coding portion of the software development process. Leads system maintenance activities. Trains, supervises, and provides daily direction to staff members.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, engineering, business, or other related scientific or technical discipline.

Education and experience requirements can be substituted with:

1. Master's Degree (in subjects described above) with four years of experience.
2. High School Diploma or GED and ten years of experience, of which the last six years were specialized.

DESKTOP SUPPORT SPECIALIST

Minimum/General Experience: Two years of increasingly complex and progressive experience in performing systems analyses with one year of experience in the design, development and/or support of technical problems and solutions in the information technology environment.

Functional Responsibilities: Provides standardized system setup and deployment support, and complete hardware and software upgrades/migrations per site work instructions. Individuals has a working knowledge of PC operations including hardware and desktop operating systems. Fundamental knowledge of end-user applications is also required. Responsibilities include providing standardized system setup and deployment support; performing hardware and software upgrades/migrations per site work instructions; providing prompt initial response to all assigned service requests; assisting with PC moves and reconnects; performing basic, first level troubleshooting and repair of customer systems according to site guidelines; meeting required productivity expectations; and maintaining outstanding customer service.



Minimum Education: Associate's Degree in a scientific or technical discipline.

Education and experience requirements can be substituted with:

1. High School Diploma or GED and three years of experience, of which the last year was specialized.

DESKTOP SUPPORT SPECIALIST II

Minimum/General Experience: Three years of advanced, in-depth working knowledge of PC hardware, desktop operating system options and settings, and network functionality. Intermediate knowledge of end-user applications is also required. Required to be available for escalation of technical problems from Level I technicians and has a higher degree of troubleshooting/repair capability.

Functional Responsibilities: Provides advanced desk side end-user support and service request support. Achieves and maintains knowledge of all applicable site procedures, serving as a backup for Technical Lead position when necessary. Provides support for all escalated service requests; and meets required productivity expectations, including site-specific service metrics. Provides prompt initial response to all assigned service requests, troubleshoots the system problem, and completes repairs in a timely and efficient manner, ensuring minimal recurrence of problem. Validates the user's problem and provides information on a temporary work around, if necessary, to allow the customer to continue to work until the system is repaired. Effectively uses site-authorized tools to diagnose and repair customer issues within target time limits.

Minimum Education: Associate's Degree in a scientific or technical discipline.

Education and experience requirements can be substituted with:

1. High School Diploma or GED and four years of experience, of which the last two years were specialized.

SENIOR DESKTOP SUPPORT SPECIALIST

Minimum/General Experience: Five years of advanced, in-depth working knowledge of PC hardware, desktop operating system options and settings, and network functionality. Available for escalation of technical problems from Level I and Level II technicians, and has a higher degree of troubleshooting/repair capability.

Functional Responsibilities: Provides high-end technical support to a team of Desktop Technicians (Level I and II). Researches and communicates new developments, tools, and processes for support. Participates on and/or leads projects within the support organization, and continuously seeks ways to improve customer service via team meetings and participation in quality improvement projects. Expected to be familiar with policies and procedures relating to the project and ensures the project team is aware of and adequately trained on those policies and procedures. Promotes the delivery of excellent customer service within a team. Provides end-user technical support. Acts as a point of escalation for customer-relations issues. Meets required productivity expectations, including site-specific service metrics. Assists and/or takes ownership of complex technical issues.

Minimum Education: Associate's Degree in a scientific or technical discipline and corresponding Microsoft or other technical certification.



Education and experience requirements can be substituted with:

1. Bachelor's Degree and two years of specialized experience.
2. High School Diploma or GED and six years of experience, of which the last four years were specialized.

NETWORK SPECIALIST

Minimum/General Experience: Four years of increasingly complex and progressive experience in computer systems/network engineering, with two years of specialized experience in the telecommunications environment.

Functional Responsibilities: Analyzes network data to determine network usage, disk space availability, or server function. Configures security settings or access permissions for groups or individuals. Configures wide area network (WAN) or local area network (LAN) routers or related equipment. Documents network support activities. Configures and defines parameters for installation or testing of LAN, WAN, hubs, routers, switches, controllers, multiplexers, or related networking equipment. Evaluates LAN or WAN performance data to ensure sufficient availability or speed, to identify network problems, or for disaster recovery purposes. Identifies the causes of networking problems, using diagnostic testing software and equipment. Installs and configures wireless networking equipment. Installs network software, including security or firewall software/firmware and hardware.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, engineering, mathematics, or other related scientific or technical disciplines.

Education and experience requirements can be substituted with:

1. Associate's Degree (in subjects described above) and six years of experience, of which the last three years were specialized.
2. Relevant /Current Technical Certifications and five years of experience.
3. High School Diploma or GED and nine years of experience, of which the last four years were specialized.

NETWORK SPECIALIST II

Minimum/General Experience: Six years of increasingly complex and progressive experience in computer systems/network engineering, with four years of specialized experience in the telecommunications environment.

Functional Responsibilities: Analyzes network data to determine network usage, disk space availability, or server function. Configures security settings or access permissions for groups or individuals. Configures wide area network (WAN) or local area network (LAN) routers or related equipment. Documents network support activities. Configures and defines parameters for installation or testing of LAN, WAN, hubs, routers, switches, controllers, multiplexers, or related networking equipment. Evaluates LAN or WAN performance data to ensure sufficient availability or speed, to identify network problems, or for disaster recovery purposes. Identifies the causes of networking problems, using diagnostic testing software and equipment. Installs and configures wireless networking equipment. Installs network software, including security or firewall software/firmware and hardware.



Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, engineering, mathematics, or other related scientific or technical disciplines.

Education and experience requirements can be substituted with:

1. Associate's Degree (in subjects described above) and eight years of experience, of which the last three years were specialized.
2. Relevant/Current Technical Certifications and six years of experience.
3. High School Diploma or GED and ten years of experience, of which the last six years were specialized.

SENIOR NETWORK SPECIALIST

Minimum/General Experience: Eight years of increasingly complex and progressive experience in computer systems/network engineering, with five years of specialized experience in the telecommunications environment.

Functional Responsibilities: Analyzes network data to determine network usage, disk space availability, or server function. Configures security settings or access permissions for groups or individuals. Configures wide area network (WAN) or local area network (LAN) routers or related equipment. Documents network support activities. Configures and defines parameters for installation or testing of LAN, WAN, hubs, routers, switches, controllers, multiplexers, or related networking equipment. Evaluates LAN or WAN performance data to ensure sufficient availability or speed, to identify network problems, or for disaster recovery purposes. Identifies the causes of networking problems, using diagnostic testing software and equipment. Installs and configures wireless networking equipment. Installs network software, including security or firewall software/firmware and hardware.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, engineering, mathematics, or other related scientific or technical disciplines.

Education and experience requirements can be substituted with:

1. Associate's Degree (in subjects described above) and ten years of experience, of which the last six years were specialized.
2. Master's Degree (in subjects described above) and four years of experience, of which the last three years were specialized.
3. High School Diploma or GED and 12 years of experience, of which the last eight years were specialized.

DATABASE ANALYST

Minimum/General Experience: Two years of experience related to database engineering, design, development, administration, management, or support.

Functional Responsibilities: Reviews, evaluates, designs, implements and maintains company database. Identifies data sources, constructs data decomposition diagrams, and provides data flow diagrams. Documents the data flow process and provides quality control of the database. Writes codes for database access, modifications, and constructions, including storied procedures. Performs variety of data and database tasks.



Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, engineering, business, or other related scientific or technical discipline.

Education and experience requirements can be substituted with:

1. High School Diploma or GED and five years of experience, of which the last three years were specialized.

DATABASE ANALYST II

Minimum/General Experience: Three years of technical experience related to database engineering, design, development, administration, management, or support.

Functional Experience: Reviews, evaluates, designs, implements and maintains company database. Identifies data sources, constructs data decomposition diagrams, and provides data flow diagrams. Documents the data flow process and provides quality control of the database. Writes codes for database access, modifications, and constructions, including storied procedures. Performs variety of data and database tasks.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, engineering, business, or other related scientific or technical discipline.

Education and experience requirements can be substituted with:

1. High School Diploma or GED and six years of experience, of which the last four years were specialized.

SENIOR DATABASE ANALYST

Minimum/General Experience: Six years of technical experience related to database engineering, design, development, administration, management, or support.

Functional Experience: Leads the development of solutions and resolves technical, schedule and resource issues for database development and maintenance. Provides planning and problem solving solutions. Recommends solutions for new data base design and upgrade options for current systems. Advises, guides, and supervises staff. Assigns staff to tasks. Evaluates and corrects task technical and cost performance in coordination with Program/Project Manager and customer.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, engineering, business, or other related scientific or technical discipline.

Education and experience requirements can be substituted with:

1. Master's Degree (in subjects described above) with four years of experience, of which three years were specialized.
2. High School Diploma or GED and ten years of experience, of which the last seven years were specialized.

TECHNICIAN

Minimum/General Experience: Three years of experience in the installation, testing, and maintenance of information technology systems with two years of specialized experience working with personal



computers, routers, servers, and other hardware and networking components and devices. A technical certificate in support of the client's existing and targeted information technology environment including hardware, software, and networking components is also acceptable.

Functional Responsibilities: Performs hardware maintenance and computer and network installation and testing support services. Conducts site surveys. Assesses and documents current site network configuration and end-user requirements. Assists with the design and optimization of network topologies. Analyzes and develops new hardware requirements, and subsequently prepares specifications for hardware acquisition components. Prepares engineering plans and site installation technical design packages. Performs operational maintenance and support functions, and also conducts modeling and simulation analyses.

Minimum Education: High School Diploma or GED.

TECHNICIAN II

Minimum/General Experience: Five years of experience in installation, testing, and maintenance of information technology systems with three years of specialized experience working with personal computers, routers, servers, and other hardware and networking components and devices.

Functional Responsibilities: Performs hardware maintenance and computer and network installation and testing support services. Conducts site surveys. Assesses and documents current site network configuration and end-user requirements. Assists with the design and optimization of network topologies. Analyzes and develops new hardware requirements, and subsequently prepares specifications for hardware acquisition components. Prepares engineering plans and site installation technical design packages. Performs operational maintenance and support functions, and also conducts modeling and simulation analyses. Participates in test or project events as assigned by Program/Project Manager or Engineering Supervisor. Reports status and results.

Minimum Education: High School Diploma or GED.

SENIOR TECHNICIAN

Minimum/General Experience: Ten years of experience in the installation, testing, and maintenance of information technology systems with five years of specialized experience working with personal computers, routers, servers, and other hardware and networking components and devices.

Functional Responsibilities: Provides support to either Program/Project Manager or Engineering personnel in the areas of program scheduling, data gathering/analyses, database development or population; preparation of technical/program reports or briefings; test plans and reports; and associated documentation, test or validation/verification assistance. Oversees test or project events as assigned by Program/Project Manager or Engineering supervisor. Reports status and results.

Minimum Education: Associate's Degree in a scientific or technical discipline.

Education and experience requirements can be substituted with:

1. Bachelor's Degree with five years of experience, of which four years were specialized.



2. High School Diploma or GED and 15 years of experience, of which the last ten years were specialized.

LEGACY SYSTEMS ANALYST

Minimum/General Experience: Five years of increasingly complex and progressive experience in performing systems analyses with three years of experience in the design, development, and/or support of technical problems and solutions in legacy information technology environments.

Functional Responsibilities: Manages the analysis of business requirements; designs, develops and implements new systems; and enhances existing or legacy systems. Coordinates work efforts for system enhancements and upgrades. Performs general support functions for the legacy network. Develops maintenance plans, testing plans, security plans, business continuity and disaster recovery plans. Trains, supervises, and provides daily direction to staff members.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, engineering, mathematics, or other related scientific or technical disciplines.

Education and experience requirements can be substituted with:

1. Associate's Degree and six years of experience in the design, development, and/or support of functional systems.
2. High School Diploma or GED and eight years of experience, of which the last five years were specialized.

HELP DESK TECHNICIAN

Minimum/General Experience: Six months to one year of IT help desk support experience and/or training.

Functional Responsibilities: Provides telephone and in-person support to users in the areas of email, directories, standard PC desktop COTS applications, and applications developed under contract for the end-user. Serves as the initial point of contact for troubleshooting data processing hardware, software, and printer problems. Receives phone calls in a courteous and competent manner. Provides accurate information to users about the information systems services and provides initial analysis and methods for resolving end-user problems. Records calls accurately and refers them to the appropriate person in the department for resolution. Categorizes calls, based on predetermined criteria, as emergency, urgent, or routine and routes them appropriately. Prepares work requests for following day's work and reports work completed. Emphasizes high-quality service in responding to users' requests. Ensures call closure.

Minimum Education: High School Diploma or GED.

HELP DESK TECHNICIAN II

Minimum/General Experience: Two years of IT help desk support experience.

Functional Responsibilities: Provides telephone and in-person support to users in the areas of email, directories, standard PC desktop COTS applications, and applications developed under contract for the end-user. Serves as the initial point of contact for troubleshooting data processing hardware, software, and printer problems. Receives phone calls in a courteous and competent manner. Provides accurate



information to users about the information systems services and provides initial analysis and methods for resolving end-user problems. Records calls accurately and refers them to the appropriate person in the department for resolution. Categorizes calls, based on predetermined criteria, as emergency, urgent, or routine and routes them appropriately. Prepares work requests for following day's work and reports work completed. Serves as the first point of contact for troubleshooting hardware/software, all types of computer systems, and printer problems. Emphasizes high-quality service in responding to users' requests. Ensures call closure.

Minimum Education: Associate's Degree in a scientific or technical discipline.

Education and experience requirements can be substituted with:

1. High School Diploma or GED and four years of directly related experience.

SENIOR HELP DESK TECHNICIAN

Minimum/General Experience: Five years of IT help desk support experience and two years of supervisory experience.

Functional Responsibilities: Manages help desk support operations. Establishes processes by which problems are controlled. Reports various statistical analyses of help desk operations to client management. Provides support for help desk operations. Receives phone calls in a courteous and competent manner. Emphasizes high-quality service in responding to users' requests. Ensures call closure. Provides daily supervision and direction to staff who are responsible for phone and inter-person support to users in the areas of e-mail, directories, computer operating systems, desktop applications for all types of computer systems, and applications developed or deployed under a contract. Provides daily supervision and direction to other Help Desk Technicians.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, engineering, mathematics, or other related scientific or technical disciplines.

Education and experience requirements can be substituted with:

1. Associate's Degree in a scientific or technical discipline and six years directly related experience.
2. High School Diploma or GED and ten years of experience, of which the last eight years were directly related.

3. TERMS AND CONDITIONS APPLICABLE TO ELECTRONIC COMMERCE AND SUBSCRIPTION SERVICES (SPECIAL ITEM NUMBER 132-52)

1. SCOPE

The prices, terms and conditions stated under Special Item Number 132-52 Electronic Commerce (EC) Services apply exclusively to EC Services within the scope of this Information Technology Schedule.

2. ELECTRONIC COMMERCE CAPACITY AND COVERAGE

The Ordering Activity shall specify the capacity and coverage required as part of the initial requirement.

3. INFORMATION ASSURANCE

- a. The Ordering Activity is responsible for ensuring to the maximum extent practicable that each requirement issued is in compliance with the Federal Information Security Management Act (FISMA)
- b. The Ordering Activity shall assign an impact level (per Federal Information Processing Standards Publication 199 & 200 (FIPS 199, “Standards for Security Categorization of Federal Information and Information Systems”) (FIPS 200, “Minimum Security Requirements for Federal Information and Information Systems”) prior to issuing the initial statement of work. Evaluations shall consider the extent to which each proposed service accommodates the necessary security controls based upon the assigned impact level. The Contractor awarded SIN 132-52 is capable of meeting at least the minimum-security requirements assigned against a low-impact information system (per FIPS 200).
- c. The Ordering Activity reserves the right to independently evaluate, audit, and verify the FISMA compliance for any proposed or awarded Electronic Commerce services. All FISMA certification, accreditation, and evaluation activities are the responsibility of the ordering activity.

4. DELIVERY SCHEDULE

The Ordering Activity shall specify the delivery schedule as part of the initial requirement. The Delivery Schedule options are found in Information for Ordering Activities Applicable to All Special Item Numbers, paragraph 6. Delivery Schedule.



5. INTEROPERABILITY

When an Ordering Activity requires interoperability, this requirement shall be included as part of the initial requirement. Interfaces may be identified as interoperable on the basis of participation in a sponsored program acceptable to the Ordering Activity. Any such access or interoperability with teleports/gateways and provisioning of enterprise service access will be defined in the individual requirement.

6. ORDER

- a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering electronic services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all electronic 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.

7. PERFORMANCE OF ELECTRONIC SERVICES

The Contractor shall provide electronic services on the date agreed to by the Contractor and the ordering activity.

8. RESPONSIBILITIES OF THE CONTRACTOR

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

9. RIGHTS IN DATA

The Contractor shall comply FAR 52.227-14 RIGHTS IN DATA – GENERAL and with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character.

10. ACCEPTANCE TESTING

If requested by the ordering activity the Contractor shall provide acceptance test plans and procedures for ordering activity approval. The Contractor shall perform acceptance testing of the systems for ordering activity approval in accordance with the approved test procedures.



11. WARRANTY

The Contractor shall provide a warranty covering each Contractor-provided electronic commerce service. The minimum duration of the warranty shall be the duration of the manufacturer's commercial warranty for the item listed below:

The warranty shall commence upon the later of the following:

- a. Activation of the user's service
- b. Installation/delivery of the equipment

The Contractor, by repair or replacement of the defective item, shall complete all warranty services within five working days of notification of the defect. Warranty service shall be deemed complete when the user has possession of the repaired or replaced item. If the Contractor renders warranty service by replacement, the user shall return the defective item(s) to the Contractor as soon as possible but not later than ten (10) working days after notification.

12. MANAGEMENT AND OPERATIONS PRICING

The Contractor shall provide management and operations pricing on a uniform basis. All management and operations requirements for which pricing elements are not specified shall be provided as part of the basic service.

13. TRAINING

The Contractor shall provide normal commercial installation, operation, maintenance, and engineering interface training on the system. If there is a separate charge, indicate below:

14. MONTHLY REPORTS

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

15. ELECTRONIC COMMERCE SERVICE PLAN

- a. Describe the electronic service plan and eligibility requirements.
- b. Describe charges, if any, for additional usage guidelines.
- c. Describe corporate volume discounts and eligibility requirements, if any.



4. APPROVED GSA SCHEDULE PRICELIST

SIN 132-51, IT PROFESSIONAL SERVICES

IT Professional Service	Aug. 7, 2017 – Aug. 6, 2018 GSA Price (including IFF)	Aug. 7, 2018 – Aug. 6, 2019 GSA Price (including IFF)	Aug. 7, 2019 – Aug. 6, 2020 GSA Price (including IFF)	Aug. 7, 2020 – Aug. 6, 2021 GSA Price (including IFF)	Aug. 7, 2021 – Aug. 6, 2022 GSA Price (including IFF)
Operations Director	\$120.65	\$123.54	\$126.51	\$129.54	\$132.65
Contract Manager	\$115.72	\$118.50	\$121.34	\$124.25	\$127.24
Sr. Contract Administrator	\$84.77	\$86.81	\$88.89	\$91.03	\$93.21
Program Manager	\$110.87	\$113.53	\$116.26	\$119.05	\$121.90
Program Manager II	\$143.34	\$146.78	\$150.31	\$153.91	\$157.61
Project Coordinator	\$52.12	\$53.37	\$54.66	\$55.97	\$57.31
Project Manager	\$97.41	\$99.75	\$102.14	\$104.59	\$107.10
Project Manager II	\$115.00	\$117.76	\$120.59	\$123.48	\$126.44
Sr. Project Manager	\$142.00	\$145.41	\$148.90	\$152.47	\$156.13
Quality Assurance Manager	\$97.44	\$99.77	\$102.17	\$104.62	\$107.13
Transition Manager	\$86.74	\$88.83	\$90.96	\$93.14	\$95.38
Team Leader	\$86.44	\$88.51	\$90.64	\$92.81	\$95.04
Security Administrator	\$83.77	\$85.78	\$87.84	\$89.95	\$92.11
Sr. Security Administrator	\$92.53	\$94.75	\$97.02	\$99.35	\$101.73
Sr. Administrative Assistant	\$55.37	\$56.70	\$58.06	\$59.45	\$60.88
Telecom Manager	\$83.65	\$85.65	\$87.71	\$89.81	\$91.97
Telecom Manager II	\$111.81	\$114.49	\$117.24	\$120.06	\$122.94
Telecom Analyst	\$61.51	\$62.98	\$64.50	\$66.04	\$67.63
Telecom Analyst II	\$77.69	\$79.55	\$81.46	\$83.41	\$85.42
Sr. Telecom Analyst	\$95.72	\$98.02	\$100.37	\$102.78	\$105.25
Telecommunications Engineer	\$81.51	\$83.46	\$85.47	\$87.52	\$89.62
Telecommunications Engineer II	\$84.30	\$86.32	\$88.39	\$90.51	\$92.69
Sr. Telecommunications Engineer	\$105.20	\$107.72	\$110.31	\$112.95	\$115.67



IT Professional Service	Aug. 7, 2017 – Aug. 6, 2018 GSA Price (including IFF)	Aug. 7, 2018 – Aug. 6, 2019 GSA Price (including IFF)	Aug. 7, 2019 – Aug. 6, 2020 GSA Price (including IFF)	Aug. 7, 2020 – Aug. 6, 2021 GSA Price (including IFF)	Aug. 7, 2021 – Aug. 6, 2022 GSA Price (including IFF)
Principal Information Engineer	\$125.62	\$128.64	\$131.72	\$134.88	\$138.12
Communications Network Analyst	\$63.30	\$64.82	\$66.38	\$67.97	\$69.60
Communications Network Analyst II	\$90.91	\$93.09	\$95.33	\$97.62	\$99.96
Network Engineer	\$79.66	\$81.57	\$83.52	\$85.53	\$87.58
Network Engineer II	\$113.28	\$115.99	\$118.78	\$121.63	\$124.55
Systems Engineer	\$88.09	\$90.20	\$92.37	\$94.59	\$96.86
Systems Engineer II	\$140.51	\$143.88	\$147.34	\$150.87	\$154.49
Systems Analyst	\$72.23	\$73.96	\$75.74	\$77.56	\$79.42
Systems Analyst II	\$84.95	\$86.99	\$89.08	\$91.21	\$93.40
Sr. Systems Analyst	\$89.83	\$91.99	\$94.19	\$96.45	\$98.77
Application Programmer	\$79.26	\$81.16	\$83.11	\$85.10	\$87.15
Application Programmer II	\$85.91	\$87.97	\$90.08	\$92.25	\$94.46
Sr. Application Programmer	\$90.12	\$92.28	\$94.50	\$96.77	\$99.09
Desktop Support Specialist	\$50.10	\$51.31	\$52.54	\$53.80	\$55.09
Desktop Support Specialist II	\$68.28	\$69.92	\$71.59	\$73.31	\$75.07
Sr. Desktop Support Specialist	\$74.07	\$75.85	\$77.67	\$79.54	\$81.44
Network Specialist	\$73.71	\$75.48	\$77.29	\$79.15	\$81.05
Network Specialist II	\$76.87	\$78.71	\$80.60	\$82.54	\$84.52
Sr. Network Specialist	\$86.31	\$88.38	\$90.50	\$92.67	\$94.90
Database Analyst	\$75.57	\$77.38	\$79.24	\$81.14	\$83.09
Database Analyst II	\$88.83	\$90.96	\$93.15	\$95.38	\$97.67
Sr. Database Analyst	\$102.99	\$105.46	\$107.99	\$110.58	\$113.24
Technician	\$40.79	\$41.77	\$42.77	\$43.80	\$44.85
Technician II	\$45.56	\$46.65	\$47.77	\$48.92	\$50.09
Sr. Technician	\$53.87	\$55.16	\$56.48	\$57.84	\$59.23



IT Professional Service	Aug. 7, 2017 – Aug, 6, 2018 GSA Price (including IFF)	Aug. 7, 2018 – Aug, 6, 2019 GSA Price (including IFF)	Aug. 7, 2019 – Aug, 6, 2020 GSA Price (including IFF)	Aug. 7, 2020 – Aug, 6, 2021 GSA Price (including IFF)	Aug. 7, 2021 – Aug, 6, 2022 GSA Price (including IFF)
Legacy Systems Analyst	\$83.62	\$85.62	\$87.68	\$89.78	\$91.94
Help Desk Technician	\$55.00	\$56.32	\$57.67	\$59.06	\$60.47
Help Desk Technician II	\$64.98	\$66.54	\$68.14	\$69.77	\$71.45
Sr. Help Desk Technician	\$69.72	\$71.39	\$73.11	\$74.86	\$76.66



SIN 132-52, ELECTRONIC COMMERCE SERVICES

Part Number	Product Name/Product Description	UOI	GSA Price (inclusive of the .75% IFF)
Internet Access – Peak Data Rate			
001	Business Class Teleworker Cable Installation (NRC)	Per line-NRC	\$380.00
002	Business Class Teleworker Standard Service (MRC) 3 dynamic IP addresses	Per line-MRC	\$169.99
003	Business Class Teleworker Enhanced Service (MRC) 13 dynamic IP addresses with Proactive Monitoring	Per line-MRC	\$319.98
Analog M&C / Dial-Up Circuit Service These prices are only for CONUS, out-of-band, M&C or dial-up circuits. No additional features (e.g., Caller ID, Call Waiting, Speed Dialing) are available. Pricing for Items 006-054 does NOT include applicable state and local taxes and surcharges.			
004	Analog M&C / Dial-Up Circuit Installation (NRC) To the equipment rack CONUS	Per Circuit-NRC	\$418.00
005	Analog M&C / Dial-Up Circuit Installation (NRC) To the equipment rack OCONUS	Per Circuit-NRC	\$700.00
006	Analog M&C / Dial-Up Circuit Move, Add, Change, Disconnect, Transition	Per Circuit-NRC	\$75.00
007	Analog M&C / Dial-Up Circuit Service (MRC)	Per Circuit-MRC Alabama	\$119.95
008	Analog M&C / Dial-Up Circuit Service (MRC)	Per Circuit-MRC Arizona	\$106.96
009	Analog M&C / Dial-Up Circuit Service (MRC)	Per Circuit-MRC Arkansas	\$166.08
010	Analog M&C / Dial-Up Circuit Service (MRC)	Per Circuit-MRC California	\$125.82
011	Analog M&C / Dial-Up Circuit Service (MRC)	Per Circuit-MRC Colorado	\$74.41
012	Analog M&C / Dial-Up Circuit Service (MRC)	Per Circuit-MRC Connecticut	\$122.21
013	Analog M&C / Dial-Up Circuit Service (MRC)	Per Circuit-MRC D.C., Washington	\$71.31
014	Analog M&C / Dial-Up Circuit Service (MRC)	Per Circuit-MRC Delaware	\$77.58
015	Analog M&C / Dial-Up Circuit Service (MRC)	Per Circuit-MRC Florida	\$166.08
016	Analog M&C / Dial-Up Circuit Service (MRC)	Per Circuit-MRC Georgia	\$184.54
017	Analog M&C / Dial-Up Circuit Service (MRC)	Per Circuit-MRC Idaho	\$77.51
018	Analog M&C / Dial-Up Circuit Service (MRC)	Per Circuit-MRC Illinois	\$140.92



Part Number	Product Name/Product Description	UOI	GSA Price (inclusive of the .75% IFF)
019	Analog M&C / Dial-Up Circuit Service (MRC)	Per Circuit-MRC Indiana	\$191.25
020	Analog M&C / Dial-Up Circuit Service (MRC)	Per Circuit-MRC Iowa	\$94.56
021	Analog M&C / Dial-Up Circuit Service (MRC)	Per Circuit-MRC Kansas	\$166.08
022	Analog M&C / Dial-Up Circuit Service (MRC)	Per Circuit-MRC Kentucky	\$190.59
023	Analog M&C / Dial-Up Circuit Service (MRC)	Per Circuit-MRC Louisiana	\$164.41
024	Analog M&C / Dial-Up Circuit Service (MRC)	Per Circuit-MRC Maine	\$118.06
025	Analog M&C / Dial-Up Circuit Service (MRC)	Per Circuit-MRC Maryland	\$79.37
026	Analog M&C / Dial-Up Circuit Service (MRC)	Per Circuit-MRC Massachusetts	\$91.65
027	Analog M&C / Dial-Up Circuit Service (MRC)	Per Circuit-MRC Michigan	\$122.47
028	Analog M&C / Dial-Up Circuit Service (MRC)	Per Circuit-MRC Minnesota	\$91.46
029	Analog M&C / Dial-Up Circuit Service (MRC)	Per Circuit-MRC Mississippi	\$131.44
030	Analog M&C / Dial-Up Circuit Service (MRC)	Per Circuit-MRC Missouri	\$142.60
031	Analog M&C / Dial-Up Circuit Service (MRC)	Per Circuit-MRC Montana	\$110.37
032	Analog M&C / Dial-Up Circuit Service (MRC)	Per Circuit-MRC Nebraska	\$93.32
033	Analog M&C / Dial-Up Circuit Service (MRC)	Per Circuit-MRC Nevada	\$134.34
034	Analog M&C / Dial-Up Circuit Service (MRC)	Per Circuit-MRC New Hampshire	\$71.31
035	Analog M&C / Dial-Up Circuit Service (MRC)	Per Circuit-MRC New Jersey	\$68.21
036	Analog M&C / Dial-Up Circuit Service (MRC)	Per Circuit-MRC New Mexico	\$82.03
037	Analog M&C / Dial-Up Circuit Service (MRC)	Per Circuit-MRC New York	\$85.13
038	Analog M&C / Dial-Up Circuit Service (MRC)	Per Circuit-MRC North Carolina	\$186.21
039	Analog M&C / Dial-Up Circuit Service (MRC)	Per Circuit-MRC North Dakota	\$99.21
040	Analog M&C / Dial-Up Circuit Service (MRC)	Per Circuit-MRC Ohio	\$118.30



Part Number	Product Name/Product Description	UOI	GSA Price (inclusive of the .75% IFF)
041	Analog M&C / Dial-Up Circuit Service (MRC)	Per Circuit-MRC Oklahoma	\$184.55
042	Analog M&C / Dial-Up Circuit Service (MRC)	Per Circuit-MRC Oregon	\$65.11
043	Analog M&C / Dial-Up Circuit Service (MRC)	Per Circuit-MRC Pennsylvania	\$79.99
044	Analog M&C / Dial-Up Circuit Service (MRC)	Per Circuit-MRC Rhode Island	\$104.17
045	Analog M&C / Dial-Up Circuit Service (MRC)	Per Circuit-MRC South Carolina	\$184.54
046	Analog M&C / Dial-Up Circuit Service (MRC)	Per Circuit-MRC South Dakota	\$91.92
047	Analog M&C / Dial-Up Circuit Service (MRC)	Per Circuit-MRC Tennessee	\$184.54
048	Analog M&C / Dial-Up Circuit Service (MRC)	Per Circuit-MRC Texas	\$164.41
049	Analog M&C / Dial-Up Circuit Service (MRC)	Per Circuit-MRC Utah	\$96.11
050	Analog M&C / Dial-Up Circuit Service (MRC)	Per Circuit-MRC Vermont	\$107.77
051	Analog M&C / Dial-Up Circuit Service (MRC)	Per Circuit-MRC Virginia	\$79.62
052	Analog M&C / Dial-Up Circuit Service (MRC)	Per Circuit-MRC Washington	\$99.21
053	Analog M&C / Dial-Up Circuit Service (MRC)	Per Circuit-MRC West Virginia	\$75.96
054	Analog M&C / Dial-Up Circuit Service (MRC)	Per Circuit-MRC Wisconsin	\$122.47
055	Analog M&C / Dial-Up Circuit Service (MRC)	Per Circuit-MRC Wyoming	\$74.41
Analog M&C / Dial-Up Circuit Service These prices are only for OCONUS, out-of-band, M&C or dial-up circuits. No additional features (e.g., Caller ID, Call Waiting, Speed Dialing) are available.			
056	Analog M&C / Dial-Up Circuit Installation (NRC) To the equipment rack	Per Circuit-NRC	\$710.00
057	Analog M&C / Dial-Up Circuit Service (MRC)	Per Circuit-MRC	\$204.82
Analog M&C / Dial-Up Circuit Service These prices are only for INTERNATIONAL, out-of-band, M&C or dial-up circuits. No additional features (e.g., Caller ID, Call Waiting, Speed Dialing) are available.			
058	Analog M&C / Dial-Up Circuit Installation (NRC) To the equipment rack	Per Circuit-NRC	\$1,112.50
059	Analog M&C / Dial-Up Circuit Service (MRC)	Per Circuit-MRC	\$136.61



Part Number	Product Name/Product Description	UOI	GSA Price (inclusive of the .75% IFF)
ISDN PRI Circuit Service These prices are only for CONUS ISDN PRI Circuits. No additional features are available. Pricing for Items does NOT include applicable state and local taxes and surcharges.			
060	ISDN PRI Installation (NRC) Includes Inside Wiring	Per Circuit-NRC	\$375.00
061	ISDN PRI Circuit Service (MRC)	Per Circuit-MRC Alabama	\$334.12
062	ISDN PRI Circuit Service (MRC)	Per Circuit-MRC Arizona	\$463.46
063	ISDN PRI Circuit Service (MRC)	Per Circuit-MRC Arkansas	\$458.08
064	ISDN PRI Circuit Service (MRC)	Per Circuit-MRC California	\$458.08
065	ISDN PRI Circuit Service (MRC)	Per Circuit-MRC Colorado	\$458.08
066	ISDN PRI Circuit Service (MRC)	Per Circuit-MRC Connecticut	\$366.46
067	ISDN PRI Circuit Service (MRC)	Per Circuit-MRC D.C., Washington	\$398.80
068	ISDN PRI Circuit Service (MRC)	Per Circuit-MRC Delaware	\$565.86
069	ISDN PRI Circuit Service (MRC)	Per Circuit-MRC Florida	\$431.12
070	ISDN PRI Circuit Service (MRC)	Per Circuit-MRC Georgia	\$458.08
071	ISDN PRI Circuit Service (MRC)	Per Circuit-MRC Idaho	\$565.86
072	ISDN PRI Circuit Service (MRC)	Per Circuit-MRC Illinois	\$485.05
073	ISDN PRI Circuit Service (MRC)	Per Circuit-MRC Indiana	\$323.34
074	ISDN PRI Circuit Service (MRC)	Per Circuit-MRC Iowa	\$565.86
075	ISDN PRI Circuit Service (MRC)	Per Circuit-MRC Kansas	\$458.08
076	ISDN PRI Circuit Service (MRC)	Per Circuit-MRC Kentucky	\$565.86
077	ISDN PRI Circuit Service (MRC)	Per Circuit-MRC Louisiana	\$355.68
078	ISDN PRI Circuit Service (MRC)	Per Circuit-MRC Maine	\$414.98
079	ISDN PRI Circuit Service (MRC)	Per Circuit-MRC Maryland	\$431.12



Part Number	Product Name/Product Description	UOI	GSA Price (inclusive of the .75% IFF)
080	ISDN PRI Circuit Service (MRC)	Per Circuit-MRC Massachusetts	\$313.64
081	ISDN PRI Circuit Service (MRC)	Per Circuit-MRC Michigan	\$458.08
082	ISDN PRI Circuit Service (MRC)	Per Circuit-MRC Minnesota	\$458.08
083	ISDN PRI Circuit Service (MRC)	Per Circuit-MRC Mississippi	\$355.68
084	ISDN PRI Circuit Service (MRC)	Per Circuit-MRC Missouri	\$458.08
085	ISDN PRI Circuit Service (MRC)	Per Circuit-MRC Montana	\$635.92
086	ISDN PRI Circuit Service (MRC)	Per Circuit-MRC Nebraska	\$646.69
087	ISDN PRI Circuit Service (MRC)	Per Circuit-MRC Nevada	\$458.08
088	ISDN PRI Circuit Service (MRC)	Per Circuit-MRC New Hampshire	\$388.02
089	ISDN PRI Circuit Service (MRC)	Per Circuit-MRC New Jersey	\$431.12
090	ISDN PRI Circuit Service (MRC)	Per Circuit-MRC New Mexico	\$458.08
091	ISDN PRI Circuit Service (MRC)	Per Circuit-MRC New York	\$389.10
092	ISDN PRI Circuit Service (MRC)	Per Circuit-MRC North Carolina	\$323.34
093	ISDN PRI Circuit Service (MRC)	Per Circuit-MRC North Dakota	\$679.03
094	ISDN PRI Circuit Service (MRC)	Per Circuit-MRC Ohio	\$458.08
095	ISDN PRI Circuit Service (MRC)	Per Circuit-MRC Oklahoma	\$458.08
096	ISDN PRI Circuit Service (MRC)	Per Circuit-MRC Oregon	\$458.08
097	ISDN PRI Circuit Service (MRC)	Per Circuit-MRC Pennsylvania	\$388.02
098	ISDN PRI Circuit Service (MRC)	Per Circuit-MRC Rhode Island	\$388.02
099	ISDN PRI Circuit Service (MRC)	Per Circuit-MRC South Carolina	\$334.12
100	ISDN PRI Circuit Service (MRC)	Per Circuit-MRC South Dakota	\$614.35
101	ISDN PRI Circuit Service (MRC)	Per Circuit-MRC Tennessee	\$323.34



Part Number	Product Name/Product Description	UOI	GSA Price (inclusive of the .75% IFF)
102	ISDN PRI Circuit Service (MRC)	Per Circuit-MRC Texas	\$537.83
103	ISDN PRI Circuit Service (MRC)	Per Circuit-MRC Utah	\$458.08
104	ISDN PRI Circuit Service (MRC)	Per Circuit-MRC Vermont	\$323.34
105	ISDN PRI Circuit Service (MRC)	Per Circuit-MRC Virginia	\$458.08
106	ISDN PRI Circuit Service (MRC)	Per Circuit-MRC Washington	\$537.83
107	ISDN PRI Circuit Service (MRC)	Per Circuit-MRC West Virginia	\$786.81
108	ISDN PRI Circuit Service (MRC)	Per Circuit-MRC Wisconsin	\$323.34
109	ISDN PRI Circuit Service (MRC)	Per Circuit-MRC Wyoming	\$657.47