



General Services Administration
Authorized Federal Supply Schedule
Information Technology Schedule Pricelist

General Purpose Commercial Information Technology Services

Special Item No. 132-51 Information Technology Professional Services

Contract Number – 47QTCA18D00CK

Contract Period – May 25, 2018 through May 24, 2023

Products and ordering information in this Authorized FSS Information Technology Schedule Price List are also available on the *GSA Advantage!*, a menu-drive database system. The internet address for *GSA Advantage!* is <http://www.GSAAdvantage.gov>.

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Large Business

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

Pricelist Effective May 25, 2018

SPECIAL ITEM NUMBERS (SINS) AND FSC CODES

SIN 132-51 - Information Technology (IT) Professional Services

- FPDS Code D301 IT Facility Operation and Maintenance
- FPDS Code D302 IT Systems Development Services
- FPDS Code D306 IT Systems Analysis Services
- FPDS Code D307 Automated Information Systems Design and Integration Services
- FPDS Code D308 Programming Services
- FPDS Code D310 IT Backup and Security Services
- FPDS Code D311 IT Data Conversion Services
- FPDS Code D313 Computer Aided Design/Computer Aided Manufacturing (CAD/CAM) Services

- FPDS Code D316 IT Network Management Services
- FPDS Code D317 Automated News Services, Data Services, or other Information Services

- FPDS Code D399 Other Information Technology Services, Not Elsewhere Classified

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CORPORATE OVERVIEW

Strategic Resources, Inc. (SRI) was founded in 1988 by Rose A. McElrath-Slade. After spending the first 20 years of her career in the management ranks of major Fortune 500 companies, Ms. Slade envisioned and set out to build a new kind of company, one that:

- Emphasized quality and integrity more than the balance sheet or the bottom line.
- Maintained financial solvency, investing profits back into the company and its employees to remain steady during uncertain economic times and responsive to changing customer needs.
- Hired, motivated, and empowered employees to grow and develop within the organization based solely upon their talent, performance, and commitment.
- Provided a full-service approach to meeting customer needs, blending human resources with responsive tools and technology to deliver a complete solution.

SRI is a woman-owned business with over 30 years' experience successfully delivering information technology, telecommunications, engineering and logistics, management consulting, and healthcare services to satisfied Government and commercial customers worldwide. Our success is best evidenced by:

- Numerous industry and customer awards.
- Steady, continued growth and development, even in times of economic recession, including the recent addition of our Healthcare Services business unit.
- Consistent quality certification under the ISO 9001 (since 1999) and CMMI Level 3 (since 2008) quality standards.
- Recognition as an industry leader under multiple large-scale IDIQ awards, including Military & Family Life Counseling (MFLC), HR Solutions, Army EAGLE, Navy Seaport-E, TACOM-ERS, TACOM-KBS, and IMCS 3.

Our Mission

SRI creatively blends technology, information management, and human resources with SRI's clients to assist them in achieving their goals and to add value to their products and services.

For more information about SRI, please visit our website at www.sri-hq.com.

INFORMATION FOR ORDERING ACTIVITIES

<p>1. Geographic Scope of the Contract Domestic delivery is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC and U.S. Territories. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities:</p>	<p>Overseas delivery is delivery to points outside of the 48 contiguous states, Washington, DC Alaska, Hawaii, Puerto Rico, and U.S. Territories. <input checked="" type="checkbox"/> The Geographic Scope of Contract will be domestic and overseas delivery. <input type="checkbox"/> The Geographic Scope of Contract will be overseas delivery only. <input type="checkbox"/> The Geographic Scope of Contract will be domestic delivery only.</p>
<p>2. Contractor's Ordering Address and Payment Information:</p>	<p>ORDERING and PAYMENT ADDRESS: 7927 Jones Branch Drive, Suite 600W McLean, VA 22102-3329 SRI will accept credit cards for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. Credit cards will be acceptable for payment above the micro-purchase threshold. In addition, bank account information for wire transfer payments will be shown on the invoice. The following telephone number(s) can be used by ordering activities to obtain technical and/or ordering assistance: Telephone: (703) 749-3040; Facsimile: (703) 749-3046.</p>
<p>3. Liability for Injury or Damage:</p>	<p>The Contractor shall not be liable for any injury to ordering activity personnel or damage to ordering activity property arising from the use of equipment maintained by the Contractor, unless such injury or damage is due to the fault or negligence of the Contractor.</p>
<p>4. Statistical Data for Government Ordering Office Completion of Standard Form 279:</p>	<p>Block 9: G. Order/Modification Under Federal Schedule Block 16: Data Universal Numbering System (DUNS) Number: 62-695-7674 Block 30: Type of Contractor – Other than Small Business Block 31: Woman-Owned Small Business - No Block 36: Contractor's Taxpayer Identification Number (TIN): 54-1526169 4a. CAGE Code: 0WVX1 4b. Contractor has registered with the System for Award Management (SAM).</p>
<p>5. FOB Destination:</p>	<p>Not Applicable.</p>
<p>6. Delivery Schedule:</p>	<p>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: <i>Delivery Time – As negotiated between ordering office and contractor</i></p>

	<p>b. Urgent Requirements: When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.</p>
<p>7. Discounts:</p>	<p>Prices shown are NET Prices; Basic Discounts have been deducted.</p> <p>a. Prompt Payment: Net 30 Days</p> <p>b. Quantity: None</p> <p>c. Dollar value: None</p> <p>e. Government Educational Institutions: None</p> <p>f. Other: None</p>
<p>8. Trade Agreement Act of 1979, as amended:</p>	<p>All items are U.S. made end products, designated country end products, Caribbean Basin country end products, Canadian end products, or Mexican end products as defined in the Trade Agreement Act of 1979, as amended.</p>
<p>9. Statement Concerning Availability of Export Packing:</p>	<p>Not Applicable.</p>
<p>10. Small Requirements:</p>	<p>The minimum dollar value of orders to be issued is \$100.</p>
<p>11. Maximum Order (All dollar amounts are exclusive of any discounts for prompt payment.):</p>	<p>The Maximum Order value for the following Special Item Number (SIN) is \$500,000: Special Item Number 132-51 Information Technology (IT) Professional Services.</p>
<p>12. Ordering Procedures for Federal Supply Schedule Contracts: Ordering activities shall use the ordering procedures of Federal Acquisition Regulation (FAR) 8.405 when placing an order or establishing a BPA for supplies or services. These procedures apply to all schedules.</p>	<p>a. FAR 8.405-1 Ordering procedures for supplies, and services not requiring a statement of work.</p> <p>b. FAR 8.405-2 Ordering procedures for services requiring a statement of work.</p>
<p>13. Federal Information Technology/ Telecommunication</p>	<p>Ordering activities acquiring products from this Schedule must comply with the provisions of the Federal Standards Program as appropriate (reference: NIST Federal Standards Index). Inquiries to determine whether or not specific products listed herein comply with Federal Information Processing</p>

<p>Standards Requirements:</p>	<p>Standards (FIPS) or Federal Telecommunication Standards (FED-STDS), which are cited by ordering activities, shall be responded to promptly by the Contractor.</p>
<p>13.1. Federal Information Processing Standards Publications (FIPS PUBS):</p>	<p>Information Technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with the applicable "FIPS Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Information concerning their availability and applicability should be obtained from the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, Virginia 22161. FIPS PUBS include voluntary standards when these are adopted for Federal use. Individual orders for FIPS PUBS should be referred to the NTIS Sales Office, and orders for subscription service should be referred to the NTIS Subscription Officer, both at the above address, or telephone number (703) 487-4650.</p>
<p>13.2. Federal Telecommunications Standards (FED-STDS)</p>	<p>Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STDS) should not be acquired unless a waiver has been granted in accordance with the applicable "FED-STD." Federal Telecommunication Standards are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Ordering information and information concerning the availability of FED-STDS should be obtained from the GSA, Federal Supply Service, Specification Section, 470 East L'Enfant Plaza, Suite 8100, SW, Washington, DC 20407, telephone number (202)619-8925. Please include a self-addressed mailing label when requesting information by mail. Information concerning their applicability can be obtained by writing or calling the U.S. Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number (301)975-2833.</p>
<p>14. Contractor Tasks/Special Requirements (C-FSS-370) (NOV 2001):</p>	<p>a. Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.</p> <p>b. Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. The Industrial Funding Fee does NOT apply to travel and per diem charges. NOTE: Refer to FAR Part 31.205-46 Travel Costs, for allowable costs that pertain to official company business travel in regards to this contract.</p> <p>c. Certifications, Licenses and Accreditations: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such certifications,</p>

	<p>licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.</p> <p>d. Insurance: As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.</p> <p>e. Personnel: The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.</p> <p>f. Organizational Conflicts of Interest: Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.</p> <p>g. Documentation/Standards: The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.</p> <p>h. Data/Deliverable Requirements: Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.</p> <p>i. Government-Furnished Property: As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.</p> <p>j. Availability of Funds: Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.</p>
<p>15. Contract Administration for Ordering Activities:</p>	<p>Any ordering activity, with respect to any one or more delivery orders placed by it under this contract, may exercise the same rights of termination as might the GSA Contracting Officer under provisions of FAR 52.212-4, paragraphs (l) Termination for the ordering activity's convenience, and (m) Termination for Cause (See C.1.).</p>
<p>16. GSA Advantage:</p>	<p><i>GSA Advantage!</i> is an on-line, interactive electronic information and ordering system that provides on-line access to vendors' schedule prices with ordering information. <i>GSA Advantage!</i> will allow the user to perform various searches across all contracts including, but not limited to:</p> <ul style="list-style-type: none"> (1) Manufacturer; (2) Manufacturer's Part Number; and (3) Product categories. <p>Agencies can browse <i>GSA Advantage!</i> by accessing the Internet World Wide Web utilizing a browser. The Internet address is http://www.GSAAdvantage.gov.</p>

<p>17. Purchase of Open Market Items:</p>	<p>Open Market Items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Supply Schedule contract. ODCs (Other Direct Costs) are not part of this contract and should be treated as open market purchases. Ordering Activities procuring open market items must follow FAR 8.402(f).</p> <p>For administrative convenience, an ordering activity contracting officer may add items not on the Federal Supply Multiple Award Schedule (MAS) -- referred to as open market items -- to a Federal Supply Schedule blanket purchase agreement (BPA) or an individual task or delivery order, only if-</p> <p>(1) All applicable acquisition regulations pertaining to the purchase of the items not on the Federal Supply Schedule have been followed (e.g., publicizing (Part 5), competition requirements (Part 6), acquisition of commercial items (Part 12), contracting methods (Parts 13, 14, and 15), and small business programs (Part 19);</p> <p>(2) The ordering activity contracting officer has determined the price for the items not on the Federal Supply Schedule is fair and reasonable;</p> <p>(3) The items are clearly labeled on the order as items not on the Federal Supply Schedule; and</p> <p>(4) All clauses applicable to items not on the Federal Supply Schedule are included in the order.</p>
<p>18. Contractor Commitments, Warranties and Representations:</p>	<p>a. For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:</p> <p>(1) Time of delivery/installation quotations for individual orders;</p> <p>(2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/ service/software package submitted in response to requirements which result in orders under this schedule contract.</p> <p>(3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.</p> <p>b. The above is not intended to encompass items not currently covered by the GSA Schedule contract.</p>
<p>19. Oversees Activities:</p>	<p>The terms and conditions of this contract shall apply to all orders for installation, maintenance and repair of equipment in areas listed in the pricelist outside the 48 contiguous states and the District of Columbia, except as indicated below:</p> <p>Upon request of the Contractor, the ordering activity may provide the Contractor with logistics support, as available, in accordance with all applicable ordering activity regulations. Such ordering activity support will be provided on a reimbursable basis, and will only be provided to the Contractor's technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this contract.</p>
<p>20. Blanket Purchase Agreements (BPAs):</p>	<p>The use of BPAs under any schedule contract to fill repetitive needs for supplies or services is allowable. BPAs may be established with one or more schedule contractors. The number of BPAs to be established is within the</p>

	discretion of the ordering activity establishing the BPA and should be based on a strategy that is expected to maximize the effectiveness of the BPA(s). Ordering activities shall follow FAR 8.405-3 when creating and implementing BPA(s).
21. Contractor Team Arrangements:	Contractors participating in contractor team arrangements must abide by all terms and conditions of their respective contracts. This includes compliance with Clauses 552.238-74, Industrial Funding Fee and Sales Reporting, i.e., each contractor (team member) must report sales and remit the IFF for all products and services provided under its individual\ contract.
22. Installation, Deinstallation, Reinstallation:	<p>The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of \$2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall receive less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds \$2,000, then the requirements of the Davis-Bacon Act applies.</p> <p>The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 132-8.</p>
23. Section 508 Compliance:	If applicable, Contractor shall comply with Section 508 and the applicable standards, functional performance and support required as identified and required in the task order statement of work. The Electronic and Information Technology (EIT) standards can be found at www.Section508.gov
24. Prime Contractor Ordering from a Federal Supply Schedule:	<p>Prime Contractors (on cost reimbursement contracts) placing orders under Federal Supply Schedules, on behalf of an ordering activity, shall follow the terms of the applicable schedule and authorization and include with each order</p> <p>a. A copy of the authorization from the ordering activity with whom the contractor has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor); and</p> <p>b. The following statement:</p> <p>This order is placed under written authorization from _____ dated _____. In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.</p>
25. Insurance-Work on Government	a. The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.

<p>Installation (JAN 1997)(FAR 52.228-5):</p>	<p>b. Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective—</p> <p>(1) For such period as the laws of the State in which this contract is to be performed prescribe; or</p> <p>(2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.</p> <p>c. The Contractor shall insert the substance of this clause, including this paragraph (c), in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and maintain the insurance required in the Schedule or elsewhere in the contract. The Contractor shall maintain a copy of all subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.</p>
<p>26. Software Interoperability:</p>	<p>Offerors are encouraged to identify within their software items any component interfaces that support open standard interoperability. An item's interface may be identified as interoperable on the basis of participation in a Government agency-sponsored program or in an independent organization program. Interfaces may be identified by reference to an interface registered in the component registry located at http://www.core.gov.</p>
<p>27. Advance Payment:</p>	<p>A payment under this contract to provide a service or deliver an article for the United States Government may not be more than the value of the service already provided or the article already delivered. Advance or pre-payment is not authorized or allowed under this contract. (31 U.S.C. 3324)</p>

SIN DESCRIPTIONS

132-51 IT Professional Services Special

IT Schedule 70's SIN for IT Professional Services includes:

- Cognitive computing
- Conversion and implementation support
- Database planning and design
- Data/records management
- Internet of things
- Network services
- Network services project management
- Programming
- Resources and facilities management
- Systems analysis and design
- Other services relevant to 29CFR541.400

DESCRIPTION OF SERVICES AND PRICING

Labor Categories and Prices

Special Item Number 132-51

SIN(s)	Service Proposed (e.g. Job Title Task)	Unit of Issue	GSA Discount (%)	Year 1	Year 2	Year 3	Year 4	Year 5
				Price Offered to GSA (including IFF)	Price Offered to GSA (including IFF)	Price Offered to GSA (including IFF)	Price Offered to GSA (including IFF)	Price Offered to GSA (including IFF)
132-51	Database Administrator	Hr	3%	\$90.65	\$93.37	\$96.17	\$99.06	\$102.D3
132-51	Drafter	Hr	3%	\$51.29	\$52.83	\$54.42	\$56.05	\$57.73
132-51	Help Desk Manager	Hr	3%	\$78.30	\$80.64	\$83.06	\$85.56	\$88.12
132-51	Help Desk Technician	Hr	3%	\$54.23	\$55.86	\$57.53	\$59.26	\$61.03
132-51	Information Assurance Administrator	Hr	3%	\$70.50	\$72.61	\$74.79	\$77.03	\$79.34
132-51	Information Assurance Administrator, Sr.	Hr	3%	\$93.70	\$96.52	\$99.41	\$102.39	\$105.46
132-51	Network Administrator	Hr	3%	\$76.37	\$78.66	\$81.02	\$83.45	\$85.95
132-51	Network Engineer	Hr	3%	\$92.55	\$95.33	\$98.19	\$101.13	\$104.17
132-51	Program Manager	Hr	3%	\$118.92	\$122.49	\$126.17	\$129.95	\$133.85
132-51	Project Manager	Hr	3%	\$103.28	\$106.38	\$109.57	\$112.86	\$116.24
132-51	Systems Administrator	Hr	3%	\$81.53	\$83.97	\$86.49	\$89.09	\$91.76
132-51	Systems Engineer	Hr	3%	\$90.73	\$93.45	\$96.26	\$99.14	\$102.12
132-51	Web Administrator	Hr	3%	\$78.19	\$80.54	\$82.95	\$85.44	\$88.00

Labor Category Detailed Descriptions

Educational Equivalencies	
REQUIREMENT	ACCEPTABLE EQUIVALENCY
High School Diploma	GED or two years directly related experience
Associates Degree	High School Diploma plus two years directly related experience
Bachelor's Degree	Associates Degree plus two years directly related experience or High School Diploma plus four years directly related experience
Certifications	May not be substituted

Job Title	Functional Responsibilities	Minimum/ General Experience	Minimum Education
Database Administrator	Provide operational support of computer hardware, system software, applications software, and system and user data files as configured within the associated database system under minimal supervision. Have knowledge and understanding of applicable technical concepts and practices and supports development of operating procedures and technical documentation. Provide database and associated database systems administration support. Provide maintenance for the integrity of all user/system data files, data verification following system restoration/recovery procedures, and data format conversion procedures during the import/export of data. Assist with system testing, system debugging, and documentation of system configuration modifications. Provide database reporting and printout support. Collaborate with other technical <i>engineering teams</i> .	5 – 8 years of related experience and skills	High School Diploma, MS SQL Server 2008 or newer
Drafter	This operator prepares complete sets of complex drawings or computer models that include multiple views, detail drawings, and assembly drawings. Drawings or models include complex design features that require considerable drafting skill to visualize and portray. Assignments regularly require the use of mathematical formulas to draw land contours or to compute weights, center of gravity, load capacities, dimensions, quantities of material, etc. The Draft/CAD Operator works from sketches, computer models, and verbal information supplied by an engineer, architect, or designer to determine the most appropriate views, detail drawings, and supplementary information needed to complete assignments. This	2 – 4 years of related experience and skills.	High School Diploma, AutoCAD certification

Job Title	Functional Responsibilities	Minimum/ General Experience	Minimum Education
	operator selects required information from computer programs, and internet sites, precedents, manufacturers' catalogs, and technical guides. This operator independently resolves most of the problems encountered. Supervisor or design originator may suggest methods of approach or provide advice on unusually difficult problems.		
Help Desk Manager	Demonstrate ability to lead and supervise a team of Help Desk Technicians providing support to end-users. Manage staff, including hiring, training, scheduling work assignments, and conducting evaluations. Ability to manage help desk operations in an enterprise network environment. Ability to analyze customer organizational needs and direct the resolution of a wide range of computer problems with comprehensive knowledge of operating systems, servers, and software applications, as well as hardware, printers, network components, and other peripheral components. Ability to track and trend problems and identify value engineering opportunities. Demonstrated ability to effectively communicate orally and in writing. Initiate and manage mission critical projects while running daily operations of supporting all of the client's offices. The Helpdesk supports client staff on location managing installation, support, upgrade and upkeep of thousands of federal applications, users, and network systems. Demonstrate strong customer service skills. Responsible to support after hours issues.	7+ years of related experience and skills.	
Help Desk Technician	The Help Desk Technician provides support to distributed PC/networking environment including installation, testing, repair, and troubleshooting for stand-alone PCs, PCs linked to networks, printers, and other computer peripherals. Support responsibilities include software installation, and configurations. This technician performs technical, operational, and training support to users of personal computers either by telephone, or on-site for PC desktop hardware and software packages. Job duties require the technician to install and test personal computers, printers, and other peripherals, configure operating system, load shrink-wrap programs and other application software programs. In this position, the incumbent troubleshoots computer problems, performs hardware and software diagnostics, coordinates needed repairs, resolves computer system problems, including coordination between users and components of a local area network, and participates in the evaluation of system configuration and software.	2 - 4 years of related experience and skills.	High School Diploma, Security+

Job Title	Functional Responsibilities	Minimum/ General Experience	Minimum Education
Information Assurance Administrator	Ability to implement with supervision technical solutions to support client requirements in solving routine network, platform, and system security problems. Ability to assist with security system engineering, including system/security requirements analysis and security system definition. Ability to perform process and data modeling in support of the planning and analysis efforts, using automated tools. Ability to assist in establishing standards for information system procedures. Supports the configuration of testbeds and conducts testing, records and analyzes results, and provides recommendations for improvements for the products/systems under test. Strong written and verbal communication skills.	3 - 6 years of experience with Security Suite Management, Cisco Firewalls; Juniper Netscreen firewalls; Intershield IDS/IPS and proxy server	Industry certifications such as Network+, Security+, CCNA. Bachelor's degree in related field of study preferred.
Information Assurance Administrator, Sr.	Demonstrated ability to develop technical solutions to support client requirements in solving moderately complex network, platform, and system security problems. Ability to apply activity and data modeling transaction flow analysis, modem business methods, and performance measurement techniques. Ability to assist in establishing standards for information system procedures. Ability to develop and apply organization-wide information models for use in designing and building integrated, shared software and database management systems. Ability to conduct secure system engineering and development including system/security requirements analysis and secure system definition. Also may design test beds of advanced hardware and software solutions. Plan and implement the requirements of all regulatory requirements for an Information Assurance (IA) in accordance with prevailing DOD, Army and other relevant government policies and regulatory guidance. Ensure IA solutions are included in system architectures and processes. Conduct Certification and Accreditation (C&A) using the Risk Management Framework (RMF). Strong written and verbal communication skills. Ability to support after hours downtimes.	7 - 10 years of experience with Security Suite Management; Cisco firewalls; Juniper VPN and/or McAfee IDS/IPS.	Industry certifications such as Network+, Security+, CCNA. Bachelor's degree in Computer Science, Information Security, or related field.
Network Administrator	Plans and coordinates the design, installation, and connectivity of computer and network systems to ensure the stable operation of the organization's IT assets. This included developing, configuring, maintaining, supporting and optimizing all new and existing network hardware, software, and communications links. This person will also ensure the stability and integrity of the voice, data, video and wireless network services. Plans, designs, and develops LANs and WANs across the organization. Participates in the installation, monitoring, maintenance, support	3 - 5 years of related experience.	Four year college degree, Industry certifications preferred (CompTIA, Cisco, Juniper, etc.)

Job Title	Functional Responsibilities	Minimum/ General Experience	Minimum Education
	and optimization of all network hardware, software, and communication links. Troubleshoots network performance issues and analyzes network traffic.		
Network Engineer	Demonstrate ability to design, configure, test, implement and maintain network support activities, and ability to support application programmers working in that environment. Ability to provide technical and administrative direction for personnel responsible for network design, implementation, and operations tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and progress in accordance with schedules. Ability to evaluate and resolve network and processor problems using network analysis tools. Ability to design, configure and implement networks. Ability to evaluate network performance using hardware and software diagnostic tools. Participate in designing, planning and installation of new networks and hardware. Evaluate network changes for operational impact. Make recommendations for approval of major network installations. Prepare milestone status reports and deliveries/presentations on network progress to colleagues, subordinates, and end user representatives. Work with other technical teams to ensure network infrastructure meets all user requirements and security regulations. Draft technical documentation of network issue resolution, changes, and infrastructure. Ability to support after hours downtimes.	5 - 8 years of experience. Experience with managing Network related projects.	
Program Manager	Responsible for overall program or project performance. Provides oversight for either a large program or for multiple smaller programs that contain Project Managers. Leads strategic planning, budgeting, and staffing efforts in response to task requirements. Formulates, communicates, and enforces quality work standards. Monitors progress and resolves any identified issues impacting upon successful product/service delivery. Ensures compliance with all administrative and contractual requirements. Serves as primary point-of-contact with government contract management staff for reporting project status and negotiating change orders.	8 - 10 years of experience in managing IT related programs and projects.	Bachelor's degree in Business, Engineering, or Information Technology related industry field. Industry certifications preferred (PMP, ITIL, Microsoft, etc.)
Project Manager	Demonstrated experience and ability to oversee and orchestrate day to day management of Telecommunications and IT support services. Organize, direct,	6 - 8 years of experience in	Bachelor's degree in Business,

Job Title	Functional Responsibilities	Minimum/ General Experience	Minimum Education
	<p>and coordinate the planning and execution of all activities associated with assigned projects. Demonstrate writing and oral communication skills. Support and assist with documented status reporting, issue management, risk management, and change control processes. Monitor baseline schedules and plans from all project stakeholders to ensure that deliverables, activities and tasks are progressing as planned, and that work remains in scope and on schedule. Document, track and communicate meeting minutes, project statuses, meeting outcomes and action items of any purpose, and maintain these project artifacts in the selected project document repository. Demonstrate leadership, critical thinking, negotiation, facilitation, problem-solving, decision-making and analytical skills. Responsible for managing and leading the installation IT and telecommunications teams which include network and systems administration, VoIP, wireless device support, VTCs, cabling maintenance and installations, and infrastructure maintenance. Oversee installation and maintenance teams that develop and/or deploy viable and efficient technology solutions to business needs according to customer requirements. Demonstrated field operations experience in conducting site surveys, vendor escorted tours, blue print reviews and customer requirements determinations.</p>	<p>managing IT related projects.</p>	<p>Engineering, or Information Technology related industry field. Industry certifications preferred (PMP, ITIL, Microsoft, etc.)</p>
<p>Systems Administrator</p>	<p>Responsible for ensuring server infrastructure is effectively maintained. Supports the roll out of system updates, new software, maintains disk images for new computer installs, making sure that licenses are paid for and up to date for software that need it, maintaining the standards for server installations and applications, and monitoring the performance of the network, checking for security breaches, and poor data management practices. Data backups are maintained and verified to support disaster recovery efforts.</p>	<p>3 - 5 years of related experience.</p>	<p>Four year college degree, Industry certifications preferred (Microsoft, CompTIA, etc.)</p>
<p>Systems Engineer</p>	<p>Performs architecture, design, and requirements analysis using systems engineering tools. Performs business rules analysis and design. Has experience with roll-out of large distributed systems and application architecture and engineering experience. Leads tasks and supervises staff in establishing integrated system level requirements for an overall information, technical, and data architecture in support of multiple software applications. Constructs models and simulations of computer systems to demonstrate ability to meet user requirements. Executes system stress tests to identify software performance</p>	<p>5-8 years of experience. Experience managing multiple Systems.</p>	<p>Bachelors degree in Engineering, Computer Science, Information Systems, or related field. Industry certifications such as Security+, MCSA,</p>

Job Title	Functional Responsibilities	Minimum/ General Experience	Minimum Education
	constraints; tunes application and operating system software to enhance performance accordingly. Conducts system engineering analyses to detect hardware/firmware problems and define spectrum of alternative solutions.		Server+ are preferred.
Web Administrator	Ability to design, develop, troubleshoot, debug, and implement software code (such as HTML, CGI, and JavaScript) for a component of an Internet/Intranet website with minimal oversight. Ability to work with engineers and other members of a project team to develop the site concept, interface design, and architecture of the website. Ability to translate applications requirements into the design of complex web sites, including integrating web pages and applications to serve either as standalone sites or as the front end to web-based applications. Ability to apply new and emerging technologies to the site development process. Ability to integrate web pages and applications to serve either as stand-alone sites or as the front end to web-based applications. Excellent verbal and written communication skills. Work with Information Assurance engineers to ensure that all websites are in compliance with DoD DIACAP requirements	3-5 years of experience. SharePoint experience preferred.	Bachelor's degree in Computer Science or related field preferred.

APPENDIX A – TERMS AND CONDITIONS

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 Professional Services apply exclusively to IT/IAM Professional Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

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

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

3. ORDER

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

4. PERFORMANCE OF SERVICES

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
- d. Any Contractor travel required in the performance of IT/IAM Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the

travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

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

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

(1) Cancel the stop-work order; or

(2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

b. If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-

(1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and

(2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

c. If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.

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

6. INSPECTION OF SERVICES

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS—COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I OCT 2008) (DEVIATION I – FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

7. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Dec 2007) Rights in Data – General, may apply.

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

9. INDEPENDENT CONTRACTOR

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

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

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

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

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

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

11. INVOICES

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

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor- Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I

– OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and Materials/Labor-Hour Proposal Requirements— Commercial Item Acquisition. As prescribed in 16.601(e)(3), insert the following provision:

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

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

(1) The offeror;

(2) Subcontractors; and/or

(3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13. RESUMES

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

14. INCIDENTAL SUPPORT COSTS

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

15. APPROVAL OF SUBCONTRACTS

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

16. DESCRIPTION OF IT/IAM PROFESSIONAL SERVICES AND PRICING

a. The Contractor shall provide a description of each type of IT/IAM Service offered under Special Item Numbers 132-51 IT/IAM Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

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

c. The following is an example of the manner in which the description of a commercial job title should be presented:

EXAMPLE: Commercial Job Title: System Engineer

Minimum/General Experience: Three (3) years of technical experience which applies to systems analysis and design techniques for complex computer systems. Requires competence in all phases of systems analysis techniques, concepts and methods; also requires knowledge of available hardware, system software, input/output devices, structure and management practices.

Functional Responsibility: Guides users in formulating requirements, advises alternative approaches, conducts feasibility studies.

Minimum Education: Bachelor's Degree in Computer Science