



Information Technology (IT) Schedule 70

Authorized Federal Supply Schedule – Pricelist and Catalog

General Services Administration

Contract Number: GS-35F-0586R

May 25, 2005 – May 24, 2010

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



01 February 2010

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

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Who is **USfalcon, Inc.**?

USfalcon Inc. was organized to support its customer base since 1999, and has steadily grown its capabilities to meet the demands of services support. USfalcon is a “vision-driven, values-based, performance oriented” company that always delivers results to its customers. As a Small Business, USfalcon champions the best value, unique experience and power of Small Business within five lines of service. We provide a full range of Information Technology (IT) solutions from planning to execution, consulting and operations and maintenance. In addition, USfalcon is a Value-Added Reseller of hardware/software solutions for both Federal and commercial customers. USfalcon is a minority held Veteran-Owned, SBA Certified 8(a) Small Disadvantaged Business (SDB) specializing in Information Technology Solutions, Engineering Systems Support, Logistics Management and Acquisition Support, Security and Intelligence Services. Our Top Secret DoD Security Clearance allows us to support Federal clients and mid/large corporate accounts that appreciate excellent customer service, excellent business practices and no hassle procurement services. With USfalcon – you can “**Consider it Done!**”

Why Choose **USfalcon** for IT Services?

USfalcon offers the full range of professional services that government agencies need today to deliver system solutions that work cost-effectively, to improve agency mission performance, and to enhance the quality of service to agency customers. USfalcon’s professional services cover all aspects of IT, including design, enterprise storage management, server and desktop lifecycle management and rollout, certified system hardware and software integration and repair services. Additionally, we provide customers solutions in these areas:

- Intranet Support
 - Intranet design
 - Collaboration tools
 - Enterprise framework
 - Data management
 - Intranet implementation
 - User access controls
- Server Support (configuration and maintenance) Database servers
 - Dedicated timecard server
 - Web/portal server
- IT Support Services
 - Webmaster
 - Database Architect
 - Software VaultDedicated email server
 - User access server
 - Systems and network administration
 - Software Version Management
 - Web hosting and development
 - PC imaging
- IT and network security consulting
- Help desk and seat management
- Information security Certification and Accreditation
- Network operations center management

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

Special Item No. 132-5 1 Information Technology Professional Services

Note: All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.

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 D3 10	IT Backup and Security Services
FPDS Code D3 11	IT Data Conversion Services
FPDS Code D3 13	Computer Aided Design/Computer Aided Manufacturing (CAD/CAM) Services
FPDS Code D3 16	IT Network Management Services
FPDS Code D3 17	Automated News Services, Data Services, or Other Information Services
FPDS Code D399	Other Information Technology Services, Not Elsewhere Classified

Note 1: All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.

Note 2: Offerors and Agencies are advised that the Group 70 – Information Technology Schedule is not to be used as a means to procure services which properly fall under the Brooks Act. These services include, but are not limited to, architectural, engineering, mapping, cartographic production, remote sensing, geographic information systems, and related services. FAR 36.6 distinguishes between mapping services of an A/E nature and mapping services which are not connected nor incidental to the traditionally accepted A/E Services.

Note 3: This solicitation is not intended to solicit for the reselling of IT Professional Services, except for the provision of implementation, maintenance, integration, or training services in direct support of a product. Under such circumstances the services must be performance by the publisher or manufacturer or one of their authorized agents.



TABLE OF CONTENTS

INFORMATION FOR ORDERING ACTIVITIES	1
TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51)	11
BEST VALUE BLANKET PURCHASE AGREEMENT FEDERAL SUPPLY SCHEDULE ..	19
BPA NUMBER _____ (CUSTOMER NAME) BLANKET PURCHASE AGREEMENT	20
BASIC GUIDELINES FOR USING “CONTRACTOR TEAM ARRANGEMENTS”	22
LABOR CATEGORY DESCRIPTIONS	23
IT PROFESSIONAL SERVICES PRICE LIST	35

INFORMATION FOR ORDERING ACTIVITIES

SPECIAL NOTICE TO AGENCIES: Small Business Participation

SBA strongly supports the participation of small business concerns in the Federal Supply Schedules Program. To enhance Small Business Participation SBA policy allows agencies to include in their procurement base and goals, the dollar value of orders expected to be placed against the Federal Supply Schedules, and to report accomplishments against these goals.

For orders exceeding the micropurchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage!TM on-line shopping service (www.fss.gsa.gov). The catalogs/pricelists, GSA Advantage!TM and the Federal Supply Service Home Page (www.fss.gsa.gov) contain information on a broad array of products and services offered by small business concerns.

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

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

1. Geographic Scope of Contract:

Domestic delivery is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities.

Overseas delivery is delivery to points outside of the 48 contiguous states, Washington, DC, Alaska, Hawaii, Puerto Rico, and U.S. Territories.

2. Contractor's Ordering Address and Payment Information:

Ordering/Payment Address:

One Copley Parkway
Suite 200
Morrisville, NC 27560

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

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

Technical Assistance

Ordering Assistance

Michael Ann Fisher
1151 Broad Street
Suite 216
Shrewsbury, NJ 07702
TEL: (732) 389.1009 x205
FAX: (732) 389.0052
mfisher@usfalcon.com

Same

3. Liability For Injury or Damage

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

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

Block 9: G. Order/Modification Under Federal Schedule
Block 16: Data Universal Numbering System (DUNS) Number: 829288856
Block 30: Type of Contractor – Large Business
Block 31: Woman-Owned Small Business – No
Block 36: Contractor's Taxpayer Identification Number (TIN): 04-346-8856
CAGE Code: 4CWP6

Contractor has registered with the Central Contractor Registration Database. Yes

5. FOB Destination

Not Applicable

6. Delivery Schedule

- a. Time of Delivery: The Contractor shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below:
132-51: The establishment of a commencement date for the delivery of services will be by mutual agreement between the ordering activity and MCCI.
- b. Urgent Requirements: When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

7. Discounts: Prices shown are NET Prices; Basic Discounts have been deducted.

- a. Prompt Payment: None.
- b. Quantity - None

- c. Dollar Volume - None
- d. Government Educational Institutions - None
- e. Other - None

8. Trade Agreements Act of 1979, as amended:

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

9. Statement Concerning Availability of Export Packing:

Not Applicable

10. Small Requirements:

The minimum dollar value of orders to be issued is \$5,000.

11. Maximum Order:

The Maximum Order value per order for all IT Professional services will be \$500,000.

12. Use of Federal Supply Service Information Technology Schedule Contracts:

In accordance with FAR 8.404.

[NOTE: Special ordering procedures have been established for Special Item Numbers (SINs) 132-51 IT Professional Services; refer to the terms and conditions for that SIN.]

Orders placed pursuant to a Multiple Award Schedule (MAS), using the procedures in FAR 8.404, are considered to be issued pursuant to full and open competition. Therefore, when placing orders under Federal Supply Schedules, ordering activities need not seek further competition, synopsise the requirement, make a separate determination of fair and reasonable pricing, or consider small business set-asides in accordance with subpart 19.5. GSA has already determined the prices of items under schedule contracts to be fair and reasonable. By placing an order against a schedule using the procedures outlined below, the ordering activity has concluded that the order represents the best value and results in the lowest overall cost alternative (considering price, special features, administrative costs, etc.) to meet the ordering activity's needs.

- a. Orders placed at or below the micro-purchase threshold. ordering activities can place orders at or below the micro-purchase threshold with any Federal Supply Schedule Contractor.
- b. Orders exceeding the micro-purchase threshold but not exceeding the maximum order threshold. Orders should be placed with the Schedule Contractor that can provide the supply or service that represents the best value. Before placing an order, ordering activities should consider reasonably available information about the supply or service offered under MAS contracts by using the "GSA Advantage!" on-line shopping service, or by reviewing the catalogs/pricelists of at least three Schedule Contractors and selecting the delivery and other options available under the schedule that meets the ordering activity's needs. In selecting the supply or service

representing the best value, the ordering activity may consider—

- (1) Special features of the supply or service that are required in effective program performance and that are not provided by a comparable supply or service;
 - (2) Trade-in considerations;
 - (3) Probable life of the item selected as compared with that of a comparable item;
 - (4) Warranty considerations;
 - (5) Maintenance availability;
 - (6) Past performance; and
 - (7) Environmental and energy efficiency considerations.
- c. Orders exceeding the maximum order threshold. Each schedule contract has an established maximum order threshold. This threshold represents the point where it is advantageous for the ordering activity to seek a price reduction. In addition to following the procedures in paragraph b, above, and before placing an order that exceeds the maximum order threshold, ordering activities shall--
Review additional Schedule Contractors'
- (1) catalogs/pricelists or use the "GSA Advantage!" on-line shopping service;
 - (2) Based upon the initial evaluation, generally seek price reductions from the Schedule Contractor(s) appearing to provide the best value (considering price and other factors); and
 - (3) After price reductions have been sought, place the order with the Schedule Contractor that provides the best value and results in the lowest overall cost alternative. If further price reductions are not offered, an order may still be placed, if the ordering activity determines that it is appropriate.

NOTE: For orders exceeding the maximum order threshold, the Contractor may:

- (1) Offer a new lower price for this requirement (the Price Reductions clause is not applicable to orders placed over the maximum order in FAR 52.216-19 Order Limitations);
 - (2) Offer the lowest price available under the contract; or
 - (3) Decline the order (orders must be returned in accordance with FAR 52.216-19).
- d. Blanket purchase agreements (BPAs). The establishment of Federal Supply Schedule BPAs is permitted when following the ordering procedures in FAR 8.404. All schedule contracts contain BPA provisions. ordering activities may use BPAs to establish accounts with Contractors to fill recurring requirements. BPAs should address the frequency of ordering and invoicing, discounts, and delivery locations and times.
- e. Price reductions. In addition to the circumstances outlined in paragraph c, above, there may be instances when ordering activities will find it advantageous to request a price reduction. For example, when the ordering activity finds a schedule supply or service elsewhere at a lower price or when a BPA is being established to fill recurring requirements, requesting a price reduction could be advantageous. The potential volume of orders under these agreements, regardless of the size of the individual order, may offer the ordering activity the opportunity to secure greater discounts. Schedule Contractors are not required to pass on to all schedule users a price

reduction extended only to an individual ordering activity for a specific order.

- f. **Small business.** For orders exceeding the micro-purchase threshold, ordering activities should give preference to the items of small business concerns when two or more items at the same delivered price will satisfy the requirement.
- g. **Documentation.** Orders should be documented, at a minimum, by identifying the Contractor the item was purchased from, the item purchased, and the amount paid. If an ordering activity requirement, in excess of the micro-purchase threshold, is defined so as to require a particular brand name, product, or feature of a product peculiar to one manufacturer, thereby precluding consideration of a product manufactured by another company, the ordering activity shall include an explanation in the file as to why the particular brand name, product, or feature is essential to satisfy the ordering activity's needs.

13. Federal Information Technology/Telecommunication Standards Requirements:

Ordering activities acquiring products from this Schedule must comply with the provisions of the Federal Standards Program, as appropriate (reference: NIST Federal Standards Index). Inquiries to determine whether or not specific products listed herein comply with Federal Information Processing Standards (FIPS) or Federal Telecommunication Standards (FED-STDS), which are cited by ordering activities, shall be responded to promptly by the Contractor.

13.1 Federal Information Processing Standards Publications (FIPS PUBS): Information Technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with the applicable "FIPS Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Information concerning their availability and applicability should be obtained from the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, Virginia 22161. FIPS PUBS include voluntary standards when these are adopted for Federal use. Individual orders for FIPS PUBS should be referred to the NTIS Sales Office, and orders for subscription service should be referred to the NTIS Subscription Officer, both at the above address, or telephone number (703) 487-4650.

13.2 Federal Telecommunication Standards (FED-STDS): Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STDS) should not be acquired unless a waiver has been granted in accordance with the applicable "FED-STD." Federal Telecommunication Standards are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Ordering information and information concerning the availability of FED-STDS should be obtained from the GSA, Federal 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.

14. Contractor Tasks/Special Requirements (C-FSS-370) (NOV 2001)

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

15. Contract Administrator for Ordering Activities:

Any ordering activity, with respect to any one or more delivery orders placed by it under this contract, may exercise the same rights of termination as might the GSA Contracting Officer under provisions of FAR 52.2 12-4, paragraphs (l) Termination for the ordering activity's convenience, and (m) Termination for Cause (See C.1.) GSA Advantage! is an on-line, interactive electronic information and ordering system that provides on-line access to vendors' schedule prices with ordering information. GSA Advantage! will allow the user to perform various searches across all contracts including, but not limited to:

- a. Manufacturer;
- b. Manufacturer's Part Number; and
- c. Product categories.

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

16. GSA Advantage!

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

- a. Manufacturer;
- b. Manufacturer's Part Number; and
- c. Product categories.

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

17. Purchase of Open Market Items

NOTE: Open Market Items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Supply Schedule contract. ODCs (Other Direct Costs) are not part of this contract and should be treated at open market purchases. Ordering Activities procuring open market items must follow FAR 8.401(d). 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-**

- a. 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));
- b. The ordering activity contracting officer has determined the price for the items not on the Federal Supply Schedule is fair and reasonable;
- c. The items are clearly labeled on the order as items not on the Federal Supply Schedule; and

- d. All clauses applicable to items not on the Federal Supply Schedule are included in the order.

18. Contractor Commitments, Warranties, and Representations

- a. For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:
 - (1) Time of delivery/installation quotations for individual orders;
 - (2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/ service/software package submitted in response to requirements which result in orders under this schedule contract.
 - (3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.
- b. The above is not intended to encompass items not currently covered by the GSA Schedule contract. 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:

Determined on a case-by-case basis

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.

19. Overseas Activities

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

Determined on a case-by-case basis

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

20. Blanket Purchase Agreements (BPAs)

Federal Acquisition Regulation (FAR) 13.303-1(a) defines Blanket Purchase Agreements (BPAs) as "...a simplified method of filling anticipated repetitive needs for supplies or services by establishing 'charge accounts' with qualified sources of supply." The use of Blanket Purchase

Agreements under the Federal Supply Schedule Program is authorized in accordance with FAR 13.303-2(c)(3), which reads, in part, as follows:

“BPAs may be established with Federal Supply Schedule Contractors, if not inconsistent with the terms of the applicable schedule contract.”

Federal Supply Schedule contracts contain BPA provisions to enable schedule users to maximize their administrative and purchasing savings. This feature permits schedule users to set up “accounts” with Schedule Contractors to fill recurring requirements. These accounts establish a period for the BPA and generally address issues such as the frequency of ordering and invoicing, authorized callers, discounts, delivery locations and times. Agencies may qualify for the best quantity/volume discounts available under the contract, based on the potential volume of business that may be generated through such an agreement, regardless of the size of the individual orders. In addition, agencies may be able to secure a discount higher than that available in the contract based on the aggregate volume of business possible under a BPA. Finally, Contractors may be open to a progressive type of discounting where the discount would increase once the sales accumulated under the BPA reach certain prescribed levels. Use of a BPA may be particularly useful with the new Maximum Order feature. See the Suggested Format, contained in this Schedule Pricelist, for customers to consider when using this purchasing tool.

21. Contractor Team Arrangements

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

22. Installation, Deinstallation, Reinstallation

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

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

23. Section 508 Compliance

If applicable, Section 508 compliance information on the supplies and services in this contract are

available in Electronic and Information Technology (EIT) at the following:

****NOTE: Contractor should insert the contractor's website or other location where full details can be found.****

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

24. Prime Contractor Ordering from Federal Supply Schedules.

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

- a. A copy of the authorization from the ordering activity with whom the contractor has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor); and
- b. The following statement:
This order is placed under written authorization from dated . In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.

25. Insurance – Work on A Government Installation (JAN 1997)(FAR 52.228-5)

- a. The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.
- b. Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective—
 - (1) For such period as the laws of the State in which this contract is to be performed prescribe; or
 - (2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.
- c. The Contractor shall insert the substance of this clause, including this paragraph (c), in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and maintain the insurance required in the Schedule or elsewhere in the contract. The Contractor shall maintain a copy of all subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.

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/ 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

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

3. Ordering Procedures For Services (Requiring a Statement of Work) (G-FCI-920) (MAR 2003)

FAR 8.402 contemplates that GSA may occasionally find it necessary to establish special ordering procedures for individual Federal Supply Schedules or for some Special Item Numbers (SINs) within a Schedule. GSA has established special ordering procedures for services that require a Statement of Work. These special ordering procedures take precedence over the procedures in FAR 8.404 (b)(2) through (b)(3).

When ordering services over \$100,000, Department of Defense (DOD) ordering offices and non-DOD agencies placing orders on behalf of the DOD must follow the policies and procedures in the Defense Federal Acquisition Regulation Supplement (DFARS) 208.404-70 – Additional ordering procedures for services. When DFARS 208.404-70 is applicable and there is a conflict between the ordering procedures contained in this clause and the additional ordering procedures for services in DFARS 208.404-70, the DFARS procedures take precedence. GSA has determined that the prices for services contained in the contractor's price list applicable to this Schedule are fair and reasonable. However, the ordering activity using this contract is responsible for considering the level of effort and mix of labor proposed to perform a specific task being ordered and for making a determination that the total firm-fixed price or ceiling price is fair and reasonable.

a. When ordering services, ordering activities shall—

(1) Prepare a Request (Request for Quote or other communication tool):

- (i.) A statement of work (a performance-based statement of work is preferred) that outlines, at a minimum, the work to be performed, location of work, period of performance, deliverable schedule, applicable standards, acceptance criteria, and any special requirements (i.e., security clearances, travel, special knowledge, etc.) should be prepared.
- (ii.) The request should include the statement of work and request the contractors to submit either a firm-fixed price or a ceiling price to provide the services outlined in the statement of work. A firm-fixed price order shall be requested, unless the ordering activity makes a determination that it is not possible at the time of placing the order to estimate accurately the extent or duration of the work or to anticipate cost with any reasonable degree of confidence. When such a determination is made, a labor hour or time-and-materials proposal may be requested. The firm-fixed price shall be based on the rates in the schedule contract and shall consider the mix of labor categories and level of effort required to perform the services described in the statement of work. The firm-fixed price of the order should also include any travel costs or other incidental costs related to performance of the services ordered, unless the order provides for reimbursement of travel costs at the rates provided in the Federal Travel or Joint Travel Regulations. A ceiling price must be established for labor-hour and time-and-materials orders.
- (iii.) The request may ask the contractors, if necessary or appropriate, to submit a project plan for performing the task, and information on the contractor's experience and/or past performance performing similar tasks.
- (iv.) The request shall notify the contractors what basis will be used for selecting the contractor to receive the order. The notice shall include the basis for determining whether the contractors are technically qualified and provide an explanation regarding the intended use of any experience and/or past performance information in determining technical qualification of responses. If consideration will be limited to schedule contractors who are small business concerns as permitted by paragraph (2) below, the request shall notify the contractors that will be the case.

(2) Transmit the Request to Contractors:

Based upon an initial evaluation of catalogs and price lists, the ordering activity should identify the contractors that appear to offer the best value (considering the scope of services offered, pricing and other factors such as contractors' locations, as appropriate) and transmit the request as follows:

NOTE: When buying IT professional services under SIN 132— 51 ONLY, the ordering office, at its discretion, may limit consideration to those schedule contractors that are small business concerns. This limitation is not applicable when buying supplies and/or services under other SINS as well as SIN 132-51. The limitation may only be used when at least three (3) small businesses that appear to

offer services that will meet the agency's needs are available, if the order is estimated to exceed the micro-purchase threshold.

- (i.) The request should be provided to at least three (3) contractors if the proposed order is estimated to exceed the micro-purchase threshold, but not exceed the maximum order threshold.
- (ii.) For proposed orders exceeding the maximum order threshold, the request should be provided to additional contractors that offer services that will meet the ordering activity's needs.
- (iii.) (iii) In addition, the request shall be provided to any contractor who specifically requests a copy of the request for the proposed order.
- (iv.) (iv) Ordering activities should strive to minimize the contractors' costs associated with responding to requests for quotes for specific orders. Requests should be tailored to the minimum level necessary for adequate evaluation and selection for order placement. Oral presentations should be considered, when possible.

(3) Evaluate Responses and Select the Contractor to Receive the Order:

After responses have been evaluated against the factors identified in the request, the order should be placed with the schedule contractor that represents the best value.
(See FAR 8.404)

b. The establishment of Federal Supply Schedule Blanket Purchase Agreements (BPAs) for recurring services is permitted when the procedures outlined herein are followed. All BPAs for services must define the services that may be ordered under the BPA, along with delivery or performance time frames, billing procedures, etc. The potential volume of orders under BPAs, regardless of the size of individual orders, may offer the ordering activity the opportunity to secure volume discounts. When establishing BPAs, ordering activities shall—

- (1) Inform contractors in the request (based on the ordering activity's requirement) if a single BPA or multiple BPAs will be established, and indicate the basis that will be used for selecting the contractors to be awarded the BPAs.
 - (i.) **SINGLE BPA:** Generally, a single BPA should be established when the ordering activity can define the tasks to be ordered under the BPA and establish a firm-fixed price or ceiling price for individual tasks or services to be ordered. When this occurs, authorized users may place the order directly under the established BPA when the need for service arises. The schedule contractor that represents the best value should be awarded the BPA. (See FAR 8.404)
 - (ii.) **MULTIPLE BPAs:** When the ordering activity determines multiple BPAs are needed to meet its requirements, the ordering activity should determine which contractors can meet any technical qualifications before establishing the BPAs. When establishing the BPAs, the procedures in (a)(2) above must be followed. The procedures at (a)(2) do not apply to orders issued under multiple BPAs. Authorized users must transmit the request for quote for an order to all BPA holders and then place the order with the Schedule contractor that represents the best value.

- (2) Review BPAs Periodically: Such reviews shall be conducted at least annually. The purpose of the review is to determine whether the BPA still represents the best value. (See FAR 8.404)
- c. The ordering activity should give preference to small business concerns when two or more contractors can provide the services at the same firm-fixed price or ceiling price.
 - d. When the ordering activity's requirement involves both products as well as executive, administrative and/or professional, services, the ordering activity should total the prices for the products and the firm-fixed price for the services and select the contractor that represents the best value. (See FAR 8.404)
 - e. The ordering activity, at a minimum, should document orders by identifying the contractor from which the services were purchased, the services purchased, and the amount paid. If other than a firm-fixed price order is placed, such documentation should include the basis for the determination to use a labor-hour or time-and-materials order. For ordering activity requirements in excess of the micro-purchase threshold, the order file should document the evaluation of Schedule contractors' quotes that formed the basis for the selection of the contractor that received the order and the rationale for any trade-offs made in making the selection.

4. 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.

5. Performance of Services

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

on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

6. 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.

7. Inspection of Services

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

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. If the end product of a task order is software, then FAR 52.227-14 (Deviation – May 2003) Rights in Data – General, may apply.

9. 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 Services.

10. Independent Contractor

All IT 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.

11. 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.**

12. Invoices

The Contractor, upon completion of the work ordered, shall submit invoices for IT 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.

13. Payments

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For

time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003)) applies to labor-hour orders placed under this contract.

14. Resumes

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

15. 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. Charges for travel expenses, per diem and Other Direct Costs, plus any applicable administrative fee will be billed to the ordering activity. Travel and per diem charges will be determined in accordance with the Federal Travel Regulations in effect at the time the order is completed. Overseas travel expenses will be reimbursed in accordance with OCONUS per diem rates. Travel time will be charged at the hourly rates included in the contract.

16. 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.

17. Description of IT Services and Pricing

- a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 132-51. IT 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 Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices. 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



BPA NUMBER _____
(CUSTOMER NAME)
BLANKET PURCHASE AGREEMENT

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

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

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

(2) DESTINATION	D e l i v e r y : DELIVERY SCHEDULES / DATES
_____	_____
_____	_____
_____	_____

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

(4) This BPA does not obligate any funds.

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

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

OFFICE	POINT OF CONTACT
_____	_____
_____	_____
_____	_____

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

-
- (8) Unless otherwise agreed to, all deliveries under this BPA must be accompanied by delivery tickets or sales slips that must contain the following information as a minimum:
- (a) Name of Contractor;
 - (b) Contract Number;
 - (c) BPA Number;
 - (d) Model Number or National Stock Number (NSN);
 - (e) Purchase Order Number;
 - (f) Date of Purchase;
 - (g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and
 - (h) Date of Shipment.
- (9) The requirements of a proper invoice are specified in the Federal Supply Schedule contract. Invoices will be submitted to the address specified within the purchase order transmission issued against this BPA.
- (10) The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of this BPA and the Contractor's invoice, the provisions of this BPA will take precedence.

BASIC GUIDELINES FOR USING “CONTRACTOR TEAM ARRANGEMENTS”

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

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

Orders under a Team Arrangement are subject to terms and conditions or the Federal Supply Schedule Contract.

Participation in a Team Arrangement is limited to Federal Supply Schedule Contractors. Customers should refer to FAR 9.6 for specific details on Team Arrangements. Here is a general outline on how it works:

- The customer identifies their requirements.
- Federal Supply Schedule Contractors may individually meet the customers needs, or -
- Federal Supply Schedule Contractors may individually submit a Schedules “Team Solution” to meet the customer’s requirement.
- Customers make a best value selection.

LABOR CATEGORY DESCRIPTIONS

1. SUBJECT MATTER EXPERT, LEVEL I

Education: B.A. or B.S. degree.

General Experience: Must have 8 years of experience in the IT field.

Specialized Experience: At least 5 years of combined new and related older technical experience in the IT field directly related to the required area of expertise.

Duties: Develops requirements from a project's inception to its conclusion in the subject matter area for simple to moderately complex systems. Assists other senior consultants with analysis and evaluation and with the preparation of recommendations for system improvements, optimization, development, and/or maintenance efforts in the following specialties: information systems architecture; networking; telecommunications; automation; communications protocols; risk management/electronic analysis; software; life-cycle management; software development methodologies; and modeling and simulation.

2. SUBJECT MATTER EXPERT, LEVEL II

Education: B.A. or B.S. degree.

General Experience: Must have 12 years of experience in the IT field.

Specialized Experience: At least 8 years of combined new and related older technical experience in the IT field directly related to the required area of expertise.

Duties: Defines the problems and analyzes and develops plans and requirements in the subject matter area for moderately complex to complex systems. Coordinates and manages the preparation of analysis, evaluations, and recommendations for proper implementation of programs and systems specifications in the following specialties: information systems architecture; networking; telecommunications; automation; communications protocols; risk management/electronic analysis; software; life-cycle management; software development methodologies; and modeling and simulation.

3. SUBJECT MATTER EXPERT, LEVEL III

Education: B.A. or B.S. degree.

General Experience: Must have 15 years of experience in the IT field.

Specialized Experience: At least 10 years of combined new and related older technical experience in the IT field directly related to the required area of expertise.

Duties: Provides technical, managerial, and administrative direction for problem definition, analysis, requirements development and implementation for complex to extremely complex

systems in the subject matter area. Makes recommendations and advises on organization-wide system improvements, optimization or maintenance efforts in the following specialties: information systems architecture; networking; telecommunications; automation; communications protocols; risk management/electronic analysis; software; life-cycle management; software development methodologies; and modeling and simulation.

4. ADVANCED TECHNOLOGY TASK LEADER

Education: B.A. or B.S. degree.

General Experience: Must have 3 years of progressive working experience as a computer specialist or a computer systems analyst, including at least project involving Internet/intranet/web application development or equivalent leading-edge technology.

Specialized Experience: At least 1 year of application development experience with an advanced technology such as Internet/intranet or web applications.

Duties: Must be knowledgeable in implementing computer systems in a phased approach of requirements analysis through testing, using Internet/intranet technology. Must be knowledgeable in performing requirements analysis for a wide range of users in areas of office automation and finance and accounting. Must be able to present system designs for user approval at formal reviews. Must be capable of performing configuration management, software integration, and interpretation of software test results, as well as recommending solutions for unsatisfactory test results. Must be knowledgeable in life-cycle support, including maintenance, administration, and management. Must be able to provide solutions to identified software problem reports.

5. SENIOR TELECOMMUNICATIONS NETWORK ENGINEER

Education: B.A. or B.S. degree.

General Experience: Must have 8 years of telecommunications design and management experience, particularly on complex applications involving all phases of telecommunications network design, implementation, and analysis.

Specialized Experience: At least 5 years of experience in analysis and design of voice networks, LAN and WAN data networks, wireless networks, and/or network management systems to support voice and data services. At least 2 years of experience in managing these activities. Experience in managing the evaluation and cost estimation of voice and data WAN services from telecommunications carriers, designing access and backbone networks using carrier services, or in managing the analysis and design of wireless voice or data networks (using private radio facilities or commercial services).

Duties: Provides technical and administrative direction for personnel responsible for telecommunications 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. Makes recommendations, if needed, for approval of major network installations. Prepares milestone status reports, and deliveries/presentations on network progress to colleagues, subordinates, and end user representatives. Provides daily supervision and direction to support staff.

6. HELP DESK MANAGER

Education: B.A. or B.S. degree or 3 years of equivalent experience in a related field.

General Experience: This position requires a minimum of 7 years of experience.

Specialized Experience: At least 5 years of specialized experience, including management of help desks in a multiserver environment; comprehensive knowledge of PC operating systems (e.g., DOS, Windows), networking, and mail standards; and supervision of help desk employees. General experience includes information system development and network and other work in the client/server field or related fields. Demonstrated ability to communicate orally and in writing and a positive customer service attitude.

Duties: Provides daily supervision and direction to staff who are responsible for phone and in-person support to users in the areas of E-mail, directories, standard Windows desktop applications, and other network services. Manages personnel who serve as the first point of contact for troubleshooting hardware and software PC and printer problems.

7. HELP DESK SPECIALIST

Education: B.A. or B.S. degree or 3 years of equivalent experience in a related field.

General Experience: This position requires a minimum of 5 years of experience.

Specialized Experience: At least 3 years of specialized experience, including knowledge of PC operating systems (e.g., DOS, Windows), and networking and mail standards, and work on a help desk. Demonstrated ability to communicate orally and in writing and a positive customer service attitude.

Duties: Provides phone and in-person support to users in the areas of E-mail, directories, standard Windows desktop applications, and applications developed under this contract or predecessors. Serves as the initial point of contact for troubleshooting network applications and hardware and software PC and printer problems. specialists, automation specialists, contractors, vendors, and customers to effectively automate the customer's requirements into an automated application. Acts as a focal point for coordinating all disciplines in the recommended solution. Must be able to apply state-of-the-art applications that will effectively automate financial applications in the most effective manner while adhering to the established accounting principles and practices.

8. TELECOMMUNICATIONS OPERATIONS SPECIALIST

Education: B.A. or B.S. degree.

General Experience: Must have 6 years of experience in operations and/or management of telecommunications support organizations.

Specialized Experience: At least 3 years of experience in the supervision of telecommunications operations and maintenance personnel and demonstrated use and understanding of interactive database and other applications systems supporting telecommunications business functions, such as service order entry, billing, trouble ticket management, and configuration management.

Duties: Must be able to analyze information requirements of large telecommunications support organizations. Must be able to evaluate problems in workflow, organization, and planning.

Develops appropriate corrective action. Provides daily supervision and direction to staff and supporting analyses for management.

9. SENIOR SYSTEMS ENGINEER

Education: B.A. or B.S. degree or 3 years of equivalent experience in a related field.

General Experience: Must have 6 years of experience in system engineering.

Specialized Experience: At least 3 years of experience in the supervision of systems engineers, and demonstrated use of interactive, interpretative systems with on-line, real-time acquisition capabilities.

Duties: Analyzes information requirements. Evaluates problems in workflow, organization, and planning. Develops appropriate corrective action. Provides daily supervision and direction to staff.

10. BUDGET ANALYST

Education: B.A. or B.S. degree.

General Experience: Must have 6 years of financial management experience.

Specialized Experience: At least 4 years of experience in financial management with demonstrated ability in analyzing, designing, and developing automated applications for unique business practices in a fee-for-service environment.

Duties: Must be able to clearly define government financial business practices for integration into the government financial business system. Identifies potential problems and solutions through analysis identifying recommended solutions. Must be able to work with functional

11. JUNIOR FINANCIAL ANALYST

Education: B.A. or B.S. degree.

General Experience: Must have 3 years of financial management experience.

Specialized Experience: At least 1 year of experience in government financial fee-for-service environment that incorporates financial processes into automated systems.

Duties: Must be able to determine the feasibility of automating government financial business practices. Must be able to define governmental financial business practices and electronic commerce and electronic data interchange (EC/EDI) opportunities and to incorporate the defined processes into an automated solution that includes relational databases and distributed systems. Must be able to either recommend functional requirements for applications to be developed or justify the nondevelopment on the basis of either cost or unavailability of technology. Must be able to communicate with both IT- and financial-oriented individuals to document the flow, recommend opportunities, influence recommendations, and serve as the liaison between the financial specialist and automation specialist that do not have both disciplines. Applies sound accounting and data processing principles while developing automated processes to fit an existing financial application.

12. NETWORK COMMUNICATIONS SPECIALIST

Education: B.A. or B.S. degree.

General Experience: All aspects of network and computer communications software. Must demonstrate the ability to work independently or under only general direction. A minimum of seven years experience, of which at least three years must be specialized.

Specialized Experience: Developing, testing, installing, and operating network and computer (host) communications software (e.g., access method and protocol software, application interfaces, transaction processors, and emulators); using and implementing communications standards

Duties: Analyzes network and computer communications hardware characteristics and recommends equipment procurement, removals, and modifications. Adds, deletes, and modifies, as required, host, terminal, and network devices. Assists and coordinates with communications network specialists in the area of communications hardware **Education:** BS or MS or PhD degree.

General Experience: BS +10 years or MS + 6 years or PhD + 4 years of general IT experience, including formal training and 3 years experience in BPR methods, plus training and 1 year experience in enterprise applications. Three years of applicable experience may be substituted for degree.

Duties: Recognized for strong expertise in industry issues and trends. Utilize functional area expertise gained through direct industry experience to assess the operational and functional baseline of an organization and its organizational components. Examples of the functional areas would include Human Resources, Finance, Supply, Service, etc. Work with senior managers and executives to provide industry vision and strategic direction with regard to their enterprise. Guide the determination of information technology inadequacies and/or deficiencies that affect the functional area's ability to support/meet organizational goals. Generate functional area strategies for enhanced IT operations in a cross-functional area mode throughout the organization. Participate in account strategy sessions, strategic assessments and design reviews to validate enterprise approach and associated work products, such as ERP implementations.

13. INDUSTRY/FUNCTIONAL AREA EXPERT, PRINCIPAL

Education: BS or MS or PhD degree.

General Experience: BS +10 years or MS + 6 years or PhD + 4 years of general IT experience, including formal training and 3 years experience in BPR methods, plus training and 1 year experience in enterprise applications. Three years of applicable experience may be substituted for degree.

Duties: **Recognized for strong expertise in industry issues and trends. Utilize functional area expertise gained through direct industry experience to assess the operational and functional baseline of an organization and its organizational components. Examples of the functional areas would include Human Resources, Finance, Supply, Service, etc. Work with senior managers and executives to provide industry vision and strategic direction with regard to their enterprise. Guide the determination of information technology inadequacies**

and/or deficiencies that affect the functional area's ability to support/meet organizational goals. Generate functional area strategies for enhanced IT operations in a cross-functional area mode throughout the organization. Participate in account strategy sessions, strategic assessments and design reviews to validate enterprise approach and associated work products, such as ERP implementations.

14. PRINCIPAL SYSTEMS ARCHITECT

Education: BS or MS or PhD degree.

General Experience: With a MS or PHD, eight years' general experience, of which at least six must be specialized experience, is required; with a bachelor's degree in computer science, information systems, engineering, or other related scientific or technical discipline, and 12 years' general experience, a master's degree is not required.

Duties: Establishes system information requirements using analysis of the information engineer(s) in the development of enterprise wide or large-scale information systems. Designs architecture to include the software, hardware and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. As appropriate, ensures these systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI) and International Standards Organization (ISO) reference models, and profiles of standards - such as Institute of Electrical and Electronic Engineers (IEEE) Open Systems Environment (OSE) reference model - as they apply to the implementation and specification of Information Management (IM) solution of the application platform/software application. Analytically and systematically evaluates problems in work flows, organization and planning, and develops appropriate corrective action. Provides daily supervision and direction to staff.

15. DATABASE MANAGEMENT SPECIALIST

Education: B.A. or B.S. degree or 3 years of equivalent experience in a related field.

General Experience: Must have 6 years of experience in DBMS system analysis and programming.

Specialized Experience: At least 3 years of experience in using current DBMS technologies and application design using various database management systems; experience with DBMS internals.

Duties: Must be capable of providing highly technical expertise and support in the use of DBMS. Must be able to evaluate and recommend available DBMS products to support validated user requirements. Defines file organization, indexing methods, and security procedures for specific user applications. Develops, implements, and maintains database backup and recovery procedures for the processing environments and ensures that data integrity, security, and recoverability are built into the DBMS applications.

16. PHYSICAL SECURITY SPECIALIST

Education: B.A. or B.S.

General Experience: Minimum of 5 years experience in physical security, or military

operations requiring facility protection. Familiarity with government compliance preferred. Experience with common physical authentication systems, perimeter tools and devices, and physical access policies and procedures. Additional experience with emergency response operations desired. Familiarity with DoD 5200.8-R (Physical Security Program) is preferred.

Duties: Coordinates the requirements for a broad range of physical security issues relating to the accreditation of SCI and Collateral facilities. Ensures that facilities are selected and constructed to meet applicable security policies and guidelines, and conducts site surveys. Provides advice and guidance to program and contractor security personnel on a wide range of physical security disciplines including, but not limited to, Intrusion Detection Systems, Access Control Systems, Closed Circuit Television systems, construction security, security policy and threat, vulnerability and risk assessment.

17. SECURITY & INTELLIGENCE SUPPORT MANAGER

Education: B.A. or B.S.

General Experience: Minimum of five to seven years of related experience. Ability to obtain a security clearance. Knowledge of DOD, DOE or other industrial security program and in-depth knowledge of the DOD, DOE or other government security regulatory manuals.

Duties: Responsible for completing personnel security and administrative security tasks for the Divisions security section. Tasks may include assisting with program security management and physical security issues. Responsible for processing program access requests and other personnel security actions, provide office management, visitor control, awareness training and other related clerical duties. Establish and maintain personnel security files for all supported personnel. Assist in monitoring and updating all security databases for tracking personnel security clearances and accesses. Prepare, send, and receive visitor certifications. Prepare, send and receive facsimiles in support of the Divisions security section. Coordinate indoctrination briefings and debriefings for SAP accesses and prepare appropriate paperwork, which includes temporary accesses for meetings, conferences, exercises and/or contingencies. Interface with external agencies and customers on personnel security related matters. Purge files monthly to eliminate outdated material. Scan material and personnel records into digital form and organize them into a computer database. Prepare access list for working groups and conferences.

18. PERSONNEL SECURITY MANAGER

Education: B.A. or B.S.

General Experience: Minimum of five to seven years of related experience. Ability to obtain a security clearance. Knowledge of DOD, DOE or other industrial security program and in-depth knowledge of the DOD, DOE or other government security regulatory manuals.

Duties: Responsible for completing personnel security and administrative security tasks for the Divisions security section. Tasks may include assisting with program security management and physical security issues. Responsible for processing program access requests and other personnel security actions, provide office management, visitor control, awareness training and other related clerical duties. Establish and maintain personnel security files for all supported personnel. Assist in monitoring and updating all security databases for tracking personnel security clearances and accesses. Prepare, send, and receive visitor certifications. Prepare, send and receive facsimiles in

support of the Divisions security section.

19. PROGRAM MANAGER

Education: B.A. or B.S.

General Experience: Must have 12 years of IT experience, including at least 8 years of IT and/or telecommunications system management experience.

Specialized Experience: At least 8 years of direct supervision of IT software development, integration, maintenance projects, and/or telecommunications systems. Must be capable of leading projects that involve the successful management of teams composed of data processing and other information management professionals who have been involved in analysis, design, integration, testing, documenting, converting, extending, and implementing automated information and/or telecommunications systems.

Duties: Performs day-to-day management of overall contract support operations, possibly involving multiple projects and groups of personnel at multiple locations. Organizes, directs, and coordinates the planning and production of all contract support activities. Demonstrates written and oral communication skills. Establishes and alters (as necessary) corporate management structure to direct effective contract support activities.

20. OPERATIONS SPECIALIST

Education: B.A. or B.S.

General Experience: Must have 5 years of experience solving problems (or managing the solution of problems) in the functional area to which assigned.

Specialized Experience: At least five (5) years experience solving problems (or managing the solution of problems) in the functional area to which assigned.

Duties: Serves as an expert in areas relevant to the project. Must be capable of demonstrating experience in conducting analysis and developing solutions and in the application of information technology. Produces and reviews documentation reflecting detailed knowledge of the applicable area of expertise. Recommends measures to improve methods, performance, and quality of product or service, and suggests changes to increase efficiency.

21. TRAINING MANAGER

Education: B.A. or B.S.

General Experience: Must have 6 years of experience in information systems, training, or related fields.

Specialized Experience: At least three (3) years of experience in developing and providing IT and end user training on computer hardware and application software.

Duties: Conducts the research necessary to develop and revise training courses and prepares appropriate training catalogs. Prepares all instructor materials (course outline, background material, and training aids). Prepares all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting

formal classroom courses, workshops, and seminars. Provides daily supervision of, and direction to, staff.

22. SYSTEMS ANALYST, JOURNEYMAN

Education: B.A. or B.S.

General Experience: It is a requirement to have at least seven (7) years experience solving system analysis problems (or managing the solution of system analysis problems) in the functional area to which assigned.

Duties: Interacts with system users to translate their requirements into systems, hardware, and software requirements and design. Participates in the development of test strategies.

23. FIELD SOFTWARE SERVICE ENGINEER, LEAD

Education: A Bachelor's Degree (or a Master's Degree) in electronics engineering, or a related scientific or technical discipline is required.

General Experience: A minimum of five (5) years operational experience in performing similar or related work in the specific functional area to which assigned is required. Military experience is highly desirable. Completion of a U.S. Military Service Non Commissioned Officer (NCO) or Senior NCO Academy Course and/or Officer Basic or Advanced Course is desirable.

Duties: Must be capable of performing analysis of system operations. Must have knowledge of and experience in the utilization of operating systems and database management systems. Must have experience in fault detection, isolation, and correction of computer systems and individual peripheral devices. Must be capable of routine system maintenance and administrative functions including: system configuration and modifications; adding, removing and replacing hardware and software items; system startup, shut down, backup and restore; database administration and maintenance; and system user access control. Must have a substantial background in communications and communications connectivity. Must have specific experience with systems and systems operations within the specific functional area to which assigned. Must be available for assignment to various CONUS/OCONUS sites for extended terms. Must be capable of supervising a team of field software service engineers and field service analysts and of managing process improvement.

24. FIELD SERVICE TECHNICIAN, LEAD

Education: B.A. or B.S.

General Experience: A minimum of five (5) years experience in performing similar or related work in the functional area to which assigned is required. Military experience is desirable.

Duties: Must be capable of performing analyses of system operations. Must have knowledge of and experience in the operations of hardware systems and components. Must have experience in fault detection, isolation, and correction of hardware systems and individual components. Must be capable of routine system maintenance and analysis functions including: hardware configurations; adding, removing and replacing hardware components; use of hardware and software diagnostic testing tools; reading of electronic circuit schematics; and repairing printed circuit boards.

25. FIELD SERVICE TECHNICIAN, JOURNEYMAN

Education: B.A. or B.S.

General Experience: A minimum of two (2) years experience in performing similar or related work in the functional area to which assigned is required. Military experience is desirable.

Duties: Must be capable of performing analyses of system operations. Must have knowledge of and experience in the operations of hardware systems and components. Must have experience in fault detection, isolation, and correction of hardware systems and individual components. Must be capable of routine system maintenance and analysis functions including: hardware configurations; adding, removing and replacing hardware components; use of hardware and software diagnostic testing tools; reading of electronic circuit schematics; and repairing printed circuit boards.

26. PROGRAM ADMINISTRATOR

Education: High school diploma or equivalent.

General Experience: Must have 3 years of experience in working with project management tools and reporting systems. Familiar with government contracts, work breakdown structures, management/business plans, and program reporting.

Specialized Experience: At least 2 years of direct program experience in contract administration and preparing management reports. Has worked in support of a Program Manager on a government contract.

Duties: Assists in the preparation of management plans and various customer reports. Coordinates schedules to facilitate the completion of task order and change proposals, contract deliverables, task order reviews, briefings and presentations, and IPR preparation. Performs analysis, development, and review of program administrative operating plans and procedures.

27. SATELLITE TECHNICIAN, SENIOR

Education: B.A or B.S

General Experience: One year experience in electronics, CATV, telecommunications or related field preferred Computer knowledge is a plus Valid driver's license Must pass a drug screen and background check.

Duties: Install, maintain and repair telecommunications equipment, communication systems, and fixed and motorised satellite systems in commercial, healthcare, educational, domestic and government premises. They design and install new systems, upgrade existing ones and repair equipment.

28. INFORMATION SYSTEMS ENGINEER

Education: B.S in electrical, computer or electronics engineering

General Experience: A minimum of 3 years of information systems engineering experience.

Duties: Perform information systems engineering to translate functional requirements and

performance objectives into design criteria and specifications for the individual elements and subsystems that will comprise that system. System design and development engineering functions are required to support the engineering and acquisition of information systems that include the following: radio, fiber optics, inside and outside cable plant, air traffic control and navigational aide, technical control, networks, command and control, space and terrestrial communications, record data, switched data/voice, video, computer, office automation, automation security, communications security, network security, physical security systems, network and systems management and control, enterprise information systems, sustaining base information, logistics, resource management, research and development, libraries, and visual information systems in classrooms, command centers, conference rooms and in units.

29. TELECOMMUNICATIONS/ELECTRONICS TECHNICIAN

Education: B.A or B.S

General Experience: Required knowledge, understanding and familiarity with the operation and maintenance of electronic and Digital Switching and Data Communications Transmission Systems. Understands use of Test, Diagnostic and Measurement equipment. Familiar with U.S. Air Force 'Core Automated Maintenance System, (CAMS). AS Degree in Electronic Technology or two-year technical school or equivalent military experience. Five years minimum communications electronics experience with technical school certifications. Valid U.S. drivers license required. Must obtain and maintain a DoD Top Secret clearance which requires U. S. citizenship. This is a remote overseas assignment on Ascension Island, South Atlantic, with no accommodations for family members.

Duties: Performs electronic technician duties in Tech Control under general supervision in operating, troubleshooting, testing, repairing, calibrating, adjusting, fabricating, installing and inspecting instrumentation, telecommunication and test equipment. Knowledge of Communications Center Operations with COMSEC background. Experience operating and maintaining Crypto equipment desirable. Support routine test operations, checkouts and modifications, ability to work irregular shifts, weekends, holidays and short notice overtime. Additional duties may entail property control, quality control and supply functions. Technician may work in other areas of communications, as assigned.

30. TELECOMMUNICATIONS ENGINEER, SENIOR

Education: B.A or B.S in Computer Science or in a related discipline.

General Experience: At least four typically five or more years experience in telecommunications network design installation operation and maintenance or an equivalent combination of education and work experience. Experience with Cisco routers and switches is required. Requires a broad knowledge of network hardware and software network infrastructure and design topologies and protocols (TCP/IP SNA networking SNMP and EIGRP) good analytical skills sound judgment communication skills and the ability to work effectively with client and IT management and staffs and vendors.

Duties: Support monitors administers and is relied upon for the operation of the network infrastructure including hardware and software throughout the enterprise network (e.g. ethernet token ring Cisco Routers Cisco Switches SNMP modems and network management

applications). Identifies and helps to resolve more complex network problems utilizing a structured troubleshooting methodology techniques and tools. Provides high-level help desk support for all client areas and is relied upon to resolve more complex Network related issues. Participates with vendors and common carriers during problem analysis/resolution as required. Monitors and provides recommended tuning for LANs WANs and system performance. Prepares maintains and is relied upon for standard operating procedures of the network technical specifications and documents backups Visio Diagrams system documentation including and operating manuals. Assists in the evaluation of vendor proposals and the benefits of changes in hardware communications protocols switching methods access methods and in the procurement of Network Software/Hardware. Performs related duties as assigned or requested including all wiring and hardware installation as required by the client community. Supervision Received: Receives general supervision and is competent in many phases of telecommunications engineering to work on own and requires only general direction for the balance of the activities. Supervision Exercised: May provide guidance and assist in the training of lower level Network Engineers.

31. PROJECT MANAGER

Education: B.A. or B.S. degree.

General Experience: Must have 10 years of IT or telecommunications experience, including at least 5 years of IT software management experience.

Duties: Performs day-to-day management of assigned delivery order projects that involve teams of data processing and other information system and management professionals who have previously been involved in analyzing, designing, integrating, testing, documenting, converting, extending, and implementing automated information and telecommunications systems. Demonstrates proven skills in those technical areas addressed by the delivery order to be managed. Organizes, directs, and coordinates the planning and production of all activities associated with assigned delivery order projects. Demonstrates writing and oral communication skills.

32. OPERATIONAL ARCHITECT

Education: B.A. or B.S. degree.

General Experience: Must have four (4) additional years of applicable experience may be substituted for the degree. Industry certification is desirable.

Specialized Experience: At least five (5) years experience solving problems (or managing the solution of problems) in the functional area to which assigned.

Duties: Serves as an expert in areas relevant to the project. Must be capable of demonstrating experience in conducting analysis and developing solutions and in the application of information technology. Produces and reviews documentation reflecting detailed knowledge of the applicable area of expertise. Recommends measures to improve methods, performance, and quality of product or service, and suggests changes to increase efficiency.

IT PROFESSIONAL SERVICES PRICE LIST

GSA Labor Rates

Labor Category	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6
	(1/1/05 12/31/05)	(1/1/06 12/31/06)	(1/1/07 12/31/07)	(1/1/08 12/31/08)	(1/1/09 12/31/09)	1/1/10 5/24/2010
Subject Matter Expert, Level I	\$84.28	\$87.23	\$90.29	\$93.44	\$96.72	\$100.11
Subject Matter Expert, Level II	\$109.21	\$113.03	\$116.99	\$121.09	\$125.32	\$129.71
Subject Matter Expert, Level III	\$111.80	\$115.71	\$119.77	\$123.95	\$128.29	\$132.78
Advanced Tech Task Leader	\$81.69	\$84.55	\$87.51	\$90.57	\$93.75	\$97.03
Sr. Telecom Network Engineer	\$66.22	\$68.53	\$70.93	\$73.42	\$75.99	\$78.65
Help Desk Manager	\$57.61	\$59.63	\$61.72	\$63.88	\$66.11	\$68.42
Help Desk Specialist	\$49.88	\$51.63	\$53.44	\$55.30	\$57.24	\$59.24
Telecom Ops Specialist	\$56.76	\$58.75	\$60.81	\$62.94	\$65.13	\$67.41
Senior Systems Engineer	\$56.76	\$58.75	\$60.81	\$62.94	\$65.13	\$67.41
Budget Analyst	\$36.81	\$38.09	\$39.43	\$40.81	\$42.24	\$43.72
Junior Financial Analyst	\$47.29	\$48.95	\$50.67	\$52.44	\$54.27	\$56.17
Network Communications Specialist	\$29.16	\$30.18	\$31.24	\$32.34	\$33.47	\$34.64
Industry/Functional Area Expert, Principal	\$263.28	\$272.49	\$282.02	\$291.90	\$302.11	\$312.68
Principal Systems Architect		\$127.26	\$131.71	\$136.32	\$141.10	\$146.03
Database Management Specialist		\$63.42	\$65.64	\$67.94	\$70.31	\$72.78
Physical Security Specialist		\$40.00	\$41.40	\$42.85	\$44.35	\$45.90
Security & Intelligence Support Manager		\$41.45	\$42.90	\$44.40	\$45.96	\$47.56
Personnel Security Manager		\$27.25	\$28.20	\$29.19	\$30.21	\$31.27
Program Manager		\$99.79	\$103.28	\$106.90	\$110.64	\$114.51
Operations Specialist		\$94.44	\$97.75	\$101.17	\$104.71	\$108.37
Training Manager		\$31.86	\$32.98	\$34.13	\$35.32	\$36.56
Systems Analyst, Journeyman		\$89.11	\$92.23	\$95.46	\$98.80	\$102.26
Field Software Service Engineer, Lead		\$86.57	\$89.60	\$92.74	\$95.98	\$99.34
Field Service Technician, Lead		\$70.55	\$73.02	\$75.57	\$78.22	\$80.96
Field Service Technician, Journeyman		\$66.25	\$68.57	\$70.97	\$73.45	\$76.02
Program Administrator		\$49.90	\$51.65	\$53.45	\$55.33	\$57.26
Satellite Technician, Senior		\$70.25	\$72.71	\$75.25	\$77.89	\$80.61
Information Systems Engineer		\$52.20	\$54.03	\$55.92	\$57.88	\$59.90
Telecommunications/Electronics Technician		\$60.47	\$62.59	\$64.78	\$67.04	\$69.39
Telecommunications Engineer, Senior		\$71.40	\$73.90	\$76.49	\$79.16	\$81.93
Project Manager		\$102.37	\$105.95	\$109.66	\$113.50	\$117.47
Operational Architect		\$122.55	\$126.84	\$131.28	\$135.87	\$140.63

