

**GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE**

**AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST
As Amended: June 29, 2016**

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



SCHEDULE NUMBER **70**

SCHEDULE NAME **GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY
EQUIPMENT, SOFTWARE, AND SERVICES**

FEDERAL SUPPLY GROUP **70**

CONTRACT NUMBER: **GS-35F-295DA**

CONTRACT PERIOD: **MAY 3, 2016 – MAY 2, 2021**

CONTRACTOR: **SYSTEMS INTEGRATION, INC.
8201 CORPORATE DRIVE, SUITE 300
LANDOVER, MD 20785**

Point of Contact: **Eric Fukuchi, President**
e-mail: **efukuchi@sysintegration.com**
Tel: **240-764-1103**
Fax: **301-731-4540**
Web: **www.sysintegration.com**

Business Size: **Small**

Table of Contents

CUSTOMER INFORMATION	
1a.	Table of Awarded Special Item Number(s).....3
1b.	Lowest Price Model/Unit Number3
1c.	Contractor Labor Categories and Rates3
2.	Maximum Order3
3.	Minimum Order.....3
4.	Geographic coverage (delivery area).....3
5.	Point(s) of production.....3
6.	Discount from list prices or statement of net price3
7.	Quantity Discounts3
8.	Prompt Payment Terms3
9a.	Statements on Government purchase cards below thresholds3
9b.	Statements on Government purchase cards above thresholds3
10.	Foreign Items.....3
11a.	Time of Delivery3
11b.	Expedited Delivery3
11c.	Overnight and 2-day delivery3
11d.	Urgent Requirements3
12.	F.O.B. Point(s).....3
13a.	Ordering Address(es).....4
13b.	Ordering Procedures4
14.	Payment Address(es)4
15.	Warranty provision.....4
16.	Export packing charges4
17.	Terms and conditions of Government purchase card acceptance4
18.	Terms and conditions of rental, maintenance, and repair4
19.	Terms and conditions of installation4
20.	Terms and Conditions of repair parts4
20a.	Terms and conditions of any other services4
21.	List of service and distribution points4
22.	List of participating dealers4
23.	Preventive maintenance.....4
24a.	Special attributes such as environmental attributes4
24b.	Section 508 compliance.....4
25.	Data Universal Number System (DUNS) number.....4
26.	Notification regarding registration in System for Award Management (SAM) database.....4
TERMS AND CONDITIONS	
	5

CUSTOMER INFORMATION

- 1a Awarded SIN:** 132-8 Purchase of Equipment
132-33 Perpetual Software Licenses
132-34 Maintenance of Software as a Service
132-50 Training Courses
132-51 IT Professional Services
132-52 Electronic Commerce and Subscription Services
- 1b Lowest Priced Item** SIN 132-8: TH-600-ACMPCAU, \$3.00
SIN 132-33: SW-003-2.4-UL01, \$2.58
SIN 132-34: N/A
SIN 132-50: N/A
SIN 132-52: SW-003-2.4-UL01, \$0.25 per user per month
- 1c Hourly Rates (Services Only)** See attached spreadsheet for rates. 1.9% escalation rate applied for base period.
- 2 Maximum Order:** \$25,000 for SIN 132.50; \$500,000 all other SINs
NOTE TO ORDERING ACTIVITIES: *If the best value selection places your order over the Maximum Order identified in this catalog/pricelist, you have an opportunity to obtain a better schedule contract price. Before placing your order, contact the aforementioned contactor for a better price. The contractor may (1) offer a new price for this requirement (2) offer the lowest price available under this contract or (3) decline the order. A delivery order that exceeds the maximum order may be placed under the schedule contract in accordance with FAR 8.404.
- 3 Minimum Order:** The minimum order is \$100
- 4 Scope of Delivery:** Domestic delivery
- 5 Point of Production:** US
- 6 Discount From List Prices:** SIN 132-8 - 0.75% - 5.8%
SIN 132-33 2.0% - 14.6%
SIN 132-34 – 2.0% - 14.6%
SIN 132-50 – 14.6%
SIN 132-51 – 2.0% - 8.01%
SIN 132-52 – 0.75% - 14.6%
- 7 Volume Discounts:** SIN 132-8 - 2% for orders over \$400,000
SIN 132-33 - 2% for orders over \$400,000
SIN 132-34 - 2% for orders over \$400,000
SIN 132-50 - 2% for orders over \$400,000
SIN 132-51 - 2% for orders over \$400,000
SIN 132-52 – 43.88% for 24 month term
SIN 132-52 - 60.16% for 36 month term
SIN 132-52 - 68.30% for 48 month term
SIN 132-52 - 73.17% for 60 month or greater term
- 8 Prompt Payment:** 1% Net 20; 0 Net 30

- 9a Government Purchase Cards** Government Purchase Cards must be accepted at or below the micro-purchase threshold.
- 9b** Government Purchase Cards are accepted above the micro-purchase threshold. Contact contractor for limit.
- 10 Foreign Items:** N/A
- 11 Delivery Time:**
- a. Normal: As arranged by Ordering Activity
 - b. Expedited As arranged by Ordering Activity
 - c. Overnight & 2-day delivery As arranged by Ordering Activity
 - d. Urgent Requirements As arranged by Ordering Activity
- 12 FOB Point:** Destination
- 13 Ordering Address:** Same as Contractor address
- Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's), and a sample BPA can be found at the GSA/FSS Schedule homepage (fss.gsa.gov/schedules)
- 14 Payment Address:** Systems Integration, Inc.
8201 Corporation Drive, Suite 300
Landover, MD 20785-7206
- 15 Warranty:** Manufacturer Warranty
- 16 Export packing charges, if applicable:** N/A
- 17 Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level):** N/A
- 18 Terms and conditions of rental, maintenance, and repair (if applicable):** N/A
- 19 Terms and conditions of installation (if applicable):** N/A
- 20 Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable):** N/A
- 20a Terms and conditions for any other services (if applicable):** N/A
- 21 List of service and distribution points (if applicable):** N/A
- 22 List of participating dealers (if applicable):** N/A
- 23 Preventive maintenance (if applicable):** N/A
- 24a Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants):** N/A
- 24b Section 508 Compliance for EIT:** N/A
- 25 DUNS Number:** 872884200
- 26 Notification Regarding Registration in System for Award Management (SAM) Database:** Contractor has an Active Registration in the SAM database.

**TERMS AND CONDITIONS APPLICABLE TO PURCHASE OF
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY NEW
EQUIPMENT (SPECIAL ITEM NUMBER 132-8)**

1. MATERIAL AND WORKMANSHIP

All equipment furnished hereunder must satisfactorily perform the function for which it is intended.

2. ORDER

Written orders, EDI orders (GSA Advantage! and FACNET), credit card orders, and orders placed under blanket purchase agreements (BPA) agreements shall be the basis for purchase in accordance with the provisions of this contract. If time of delivery extends beyond the expiration date of the contract, the Contractor will be obligated to meet the delivery and installation date specified in the original order.

For credit card orders and BPAs, telephone orders are permissible.

3. TRANSPORTATION OF EQUIPMENT

FOB DESTINATION. Prices cover equipment delivery to destination, for any location within the geographic scope of this contract.

4. INSTALLATION AND TECHNICAL SERVICES

a. **INSTALLATION.** When the equipment provided under this contract is not normally self-installable, the Contractor's technical personnel shall be available to the ordering activity, at the ordering activity's location, to install the equipment and to train ordering activity personnel in the use and maintenance of the equipment. The charges, if any, for such services are listed below, or in the price schedule:

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

The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 132-8 or SIN 132-9.

c. **OPERATING AND MAINTENANCE MANUALS.** The Contractor shall furnish the ordering activity with one (1) copy of all operating and maintenance manuals which are normally provided with the equipment being purchased.

5. INSPECTION/ACCEPTANCE

The Contractor shall only tender for acceptance those items that conform to the requirements of this

contract. The ordering activity reserves the right to inspect or test any equipment that has been tendered for acceptance. The ordering activity may require repair or replacement of nonconforming equipment at no increase in contract price. The ordering activity must exercise its post acceptance rights (1) within a reasonable time after the defect was discovered or should have been discovered; and (2) before any substantial change occurs in the condition of the item, unless the change is due to the defect in the item.

6. WARRANTY

a. Unless specified otherwise in this contract, the Contractor's standard commercial warranty as stated in the contract's commercial pricelist will apply to this contract.

Hardware: Warranty - 3 year Advanced Replacement included. No additional fees.

b. The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract.

c. Limitation of Liability. Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted items.

d. If inspection and repair of defective equipment under this warranty will be performed at the Contractor's plant, the address is as follows: _____

7. PURCHASE PRICE FOR ORDERED EQUIPMENT

The purchase price that the ordering activity will be charged will be the ordering activity purchase price in effect at the time of order placement, or the ordering activity purchase price in effect on the installation date (or delivery date when installation is not applicable), whichever is less.

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, and shall include all costs, if any, of such compliance in the prices quoted in this offer.

9. TRADE-IN OF INFORMATION TECHNOLOGY EQUIPMENT

When an ordering activity determines that Information Technology equipment will be replaced, the ordering activity shall follow the contracting policies and procedures in the Federal Acquisition Regulation (FAR), the policies and procedures regarding disposition of information technology excess personal property in the Federal Property Management Regulations (FPMR) (41 CFR 101-43.6), and the policies and procedures on exchange/sale contained in the FPMR (41 CFR part 101-46).

**TERMS AND CONDITIONS APPLICABLE TO PERPETUAL SOFTWARE LICENSES
(SPECIAL ITEM NUMBER 132-33) AND MAINTENANCE AS A SERVICE (SPECIAL ITEM
NUMBER 132-34) OF GENERAL PURPOSE COMMERCIAL INFORMATION
TECHNOLOGY SOFTWARE**

1. INSPECTION/ACCEPTANCE

The Contractor shall only tender for acceptance those items that conform to the requirements of this contract. The ordering activity reserves the right to inspect or test any software that has been tendered for acceptance. The ordering activity may require repair or replacement of nonconforming software at no increase in contract price. The ordering activity must exercise its post-acceptance rights (1) within a reasonable time after the defect was discovered or should have been discovered; and (2) before any substantial change occurs in the condition of the software, unless the change is due to the defect in the software.

2. ENTERPRISE USER LICENSE AGREEMENTS REQUIREMENTS (EULA)

The Contractor shall provide all Enterprise User License Agreements in an editable Microsoft Office (Word) format.

3. GUARANTEE/WARRANTY

a. Unless specified otherwise in this contract, the Contractor's standard commercial guarantee/warranty as stated in the contract's commercial pricelist will apply to this contract.

Interactive Software Warranty. Provided that Customer is in material compliance with this Agreement, beginning on the date that Customer's initial license keys for the Interactive Software are downloaded, Interactive warrants to Customer that the Interactive Software will substantially conform to the Interactive Software user documentation for a period of one (1) year. Customer's exclusive remedy for breach of this warranty will be that Interactive will at Interactive's option: (i) use commercially reasonable best efforts to fix or replace the non-conforming Interactive Software, or (ii) provide a refund to Customer for the non-conforming Interactive Software.

b. The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract. If no implied warranties are given, an express warranty of at least 60 days must be given in accordance with FAR 12.404(b)(2)

c. Limitation of Liability. Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted items.

4. TECHNICAL SERVICES

The Contractor, without additional charge to the ordering activity, shall provide a hot line technical support number 877-308-6380 for the purpose of providing user assistance and guidance in the implementation of the software. The technical support number is available from 8:00 AM to

5:00 PM EST, unless otherwise specified in response to a specific requirement contained in the ordering agency RFQ.

5. SOFTWARE MAINTENANCE

a. Software maintenance as it is defined: (select software maintenance type):

_____ 1. Software Maintenance as a Product (SIN 132-32 or SIN 132-33)

Software maintenance as a product includes the publishing of bug/defect fixes via patches and updates/upgrades in function and technology to maintain the operability and usability of

the software product. It may also include other no charge support that are included in the purchase price of the product in the commercial marketplace. No charge support includes items such as user blogs, discussion forums, on-line help libraries and FAQs (Frequently Asked Questions), hosted chat rooms, and limited telephone, email and/or web-based general technical support for user's self-diagnostics.

Software maintenance as a product does NOT include the creation, design, implementation, integration, etc. of a software package. These examples are considered software maintenance as a service.

Software Maintenance as a product is billed at the time of purchase.

X 2. Software Maintenance as a Service(SIN 132-34)

Software maintenance as a service creates, designs, implements, and/or integrates customized changes to software that solve one or more problems and is not included with the price of the software. Software maintenance as a service includes person-to-person communications regardless of the medium used to communicate: telephone support, on-line technical support, customized support, and/or technical expertise which are charged commercially. Software maintenance as a service is billed arrears in accordance with 31 U.S.C. 3324.

Software maintenance as a service is billed in arrears in accordance with 31 U.S.C. 3324.

b. Invoices for maintenance service shall be submitted by the Contractor on a quarterly or monthly basis, after the completion of such period. Maintenance charges must be paid in arrears (31 U.S.C. 3324). **PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.**

6. PERIODS OF TERM LICENSES (SIN 132-32) AND MAINTENANCE (SIN 132-34)

a. The Contractor shall honor orders for periods for the duration of the contract period or a lesser period of time.

b. Term licenses and/or maintenance may be discontinued by the ordering activity on thirty (30) calendar days written notice to the Contractor.

c. Annual Funding. When annually appropriated funds are cited on an order for term licenses and/or maintenance, the period of the term licenses and/or maintenance shall automatically expire on September 30 of the contract period, or at the end of the contract period, whichever occurs first. Renewal of the term licenses and/or maintenance orders citing the new appropriation shall be required, if the term licenses and/or maintenance is to be continued during any remainder of the contract period.

d. Cross-Year Funding Within Contract Period. Where an ordering activity's specific appropriation authority provides for funds in excess of a 12 month (fiscal year) period, the ordering activity may place an order under this schedule contract for a period up to the expiration of the contract period, notwithstanding the intervening fiscal years.

e. Ordering activities should notify the Contractor in writing thirty (30) calendar days prior to the expiration of an order, if the term licenses and/or maintenance is to be terminated at that time. Orders for the continuation of term licenses and/or maintenance will be required if the term licenses and/or maintenance is to be continued during the subsequent period.

7. CONVERSION FROM TERM LICENSE TO PERPETUAL LICENSE

a. The ordering activity may convert term licenses to perpetual licenses for any or all software at any time following acceptance of software. At the request of the ordering activity the Contractor shall furnish, within ten (10) calendar days, for each software product that is contemplated for conversion, the total amount of conversion credits which have accrued while the software was on a term license and the date of the last

update or enhancement.

b. Conversion credits which are provided shall, within the limits specified, continue to accrue from one contract period to the next, provided the software remains on a term license within the ordering activity.

c. The term license for each software product shall be discontinued on the day immediately preceding the effective date of conversion from a term license to a perpetual license.

d. The price the ordering activity shall pay will be the perpetual license price that prevailed at the time such software was initially ordered under a term license, or the perpetual license price prevailing at the time of conversion from a term license to a perpetual license, whichever is the less, minus an amount equal to % of all term license payments during the period that the software was under a term license within the ordering activity.

8. TERM LICENSE CESSATION

a. After a software product has been on a continuous term license for a period of _____* months, a fully paid-up, non-exclusive, perpetual license for the software product shall automatically accrue to the ordering activity. The period of continuous term license for automatic accrual of a fully

paid-up perpetual license does not have to be achieved during a particular fiscal year; it is a written Contractor commitment which continues to be available for software that is initially ordered under this contract, until a fully paid-up perpetual license accrues to the ordering activity. However, should the term license of the software be discontinued before the specified period of the continuous term license has been satisfied, the perpetual license accrual shall be forfeited.

b. The Contractor agrees to provide updates and maintenance service for the software after a perpetual license has accrued, at the prices and terms of Special Item Number 132-34, if the licensee elects to order such services. Title to the software shall remain with the Contractor.

9. UTILIZATION LIMITATIONS - (SIN 132-32, SIN 132-33, AND SIN 132-34)

a. Software acquisition is limited to commercial computer software defined in FAR Part 2.101.

b. When acquired by the ordering activity, commercial computer software and related documentation so legend shall be subject to the following:

(1) Title to and ownership of the software and documentation shall remain with the Contractor, unless otherwise specified.

(2) Software licenses are by site and by ordering activity. An ordering activity is defined as a cabinet level or independent ordering activity. The software may be used by any subdivision of the ordering activity (service, bureau, division, command, etc.) that has access to the site the software is placed at, even if the subdivision did not participate in the acquisition of the software. Further, the software may be used on a sharing basis where multiple agencies have joint projects that can be satisfied by the use of the software placed at one ordering activity's site. This would allow other agencies access to one ordering activity's database. For ordering activity public domain databases, user agencies and third parties may use the computer program to enter, retrieve, analyze and present data. The user ordering activity will take appropriate action by instruction, agreement, or otherwise, to protect the Contractor's proprietary property with any third parties that are permitted access to the computer programs and documentation in connection with the user ordering activity's permitted use of the computer programs and documentation. For purposes of this section, all such permitted third parties shall be deemed agents of the user ordering activity.

(3) Except as is provided in paragraph 8.b(2) above, the ordering activity shall not provide or otherwise make available the software or documentation, or any portion thereof, in any form, to any third party without the prior written approval of the Contractor. Third parties do not include prime Contractors, subcontractors and agents of the ordering activity who have the ordering

activity's permission to use the licensed software and documentation at the facility, and who have agreed to use the licensed software and documentation only in accordance with these restrictions. This provision does not limit the right of the ordering activity to use software, documentation, or information therein, which the ordering activity may already have or obtains without restrictions.

(4) The ordering activity shall have the right to use the computer software and documentation with the computer for which it is acquired at any other facility to which that computer may be transferred, or in cases of Disaster Recovery, the ordering activity has the right to transfer the software to another site if the ordering activity site for which it is acquired is deemed to be unsafe for ordering activity personnel; to use the computer software and documentation with a backup

computer when the primary computer is inoperative; to copy computer programs for safekeeping (archives) or backup purposes; to transfer a copy of the software to another site for purposes of benchmarking new hardware and/or software; and to modify the software and documentation or combine it with other software, provided that the unmodified portions shall remain subject to these restrictions.

(5) "Commercial Computer Software" may be marked with the Contractor's standard commercial restricted rights legend, but the schedule contract and schedule pricelist, including this clause, "Utilization Limitations" are the only governing terms and conditions, and shall take precedence and supersede any different or additional terms and conditions included in the standard commercial legend.

10. SOFTWARE CONVERSIONS - (SIN 132-32 AND SIN 132-33)

Full monetary credit will be allowed to the ordering activity when conversion from one version of the software to another is made as the result of a change in operating system, or from one computer system to another. Under a perpetual license (132-33), the purchase price of the new software shall be reduced by the amount that was paid to purchase the earlier version. Under a term license (132-32), conversion credits which accrued while the earlier version was under a term license shall carry forward and remain available as conversion credits which may be applied towards the perpetual license price of the new version.

11. DESCRIPTIONS AND EQUIPMENT COMPATIBILITY

The Contractor shall include, in the schedule pricelist, a complete description of each software product and a list of equipment on which the software can be used. Also, included shall be a brief, introductory explanation of the modules and documentation which are offered.

12. RIGHT-TO-COPY PRICING

The Contractor shall insert the discounted pricing for right-to-copy licenses.

**TERMS AND CONDITIONS APPLICABLE TO PURCHASE OF
TRAINING COURSES FOR GENERAL PURPOSE
COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT
AND SOFTWARE (SPECIAL ITEM NUMBER 132-50)**

1. SCOPE

- a. The Contractor shall provide training courses normally available to commercial customers, which will permit ordering activity users to make full, efficient use of general purpose commercial IT products. Training is restricted to training courses for those products within the scope of this solicitation.
- b. The Contractor shall provide training at the Contractor's facility and/or at the ordering activity's location, as agreed to by the Contractor and the ordering activity.

2. ORDER

Written orders, EDI orders (GSA Advantage! and FACNET), credit card orders, and orders placed under blanket purchase agreements (BPAs) shall be the basis for the purchase of training courses in accordance with the terms of this contract. Orders shall include the student's name, course title, course date and time, and contracted dollar amount of the course.

3. TIME OF DELIVERY

The Contractor shall conduct training on the date (time, day, month, and year) agreed to by the Contractor and the ordering activity.

4. CANCELLATION AND RESCHEDULING

- a. The ordering activity will notify the Contractor at least seventy-two (72) hours before the scheduled training date, if a student will be unable to attend. The Contractor will then permit the ordering activity to either cancel the order or reschedule the training at no additional charge. In the event the training class is rescheduled, the ordering activity will modify its original training order to specify the time and date of the rescheduled training class.
- b. In the event the ordering activity fails to cancel or reschedule a training course within the time frame specified in paragraph a, above, the ordering activity will be liable for the contracted dollar amount of the training course. The Contractor agrees to permit the ordering activity to reschedule a student who fails to attend a training class within ninety (90) days from the original course date, at no additional charge.
- c. The ordering activity reserves the right to substitute one student for another up to the first day of class.
- d. In the event the Contractor is unable to conduct training on the date agreed to by the Contractor and the ordering activity, the Contractor must notify the ordering activity at least seventy-two (72) hours before the scheduled training date.

5. FOLLOW-UP SUPPORT

The Contractor agrees to provide each student with unlimited telephone support or online support for a period of one (1) year from the completion of the training course. During this period, the student may contact the Contractor's instructors for refresher assistance and answers to related course curriculum questions.

6. PRICE FOR TRAINING

The price that the ordering activity will be charged will be the ordering activity training price in effect at the time of order placement, or the ordering activity price in effect at the time the training course is conducted,

whichever is less.

7. INVOICES AND PAYMENT

Invoices for training shall be submitted by the Contractor after ordering activity completion of the training course. Charges for training must be paid in arrears (31 U.S.C. 3324). PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.

8. FORMAT AND CONTENT OF TRAINING

a. The Contractor shall provide written materials (i.e., manuals, handbooks, texts, etc.) normally provided with course offerings, printed and copied two-sided on paper containing 30% postconsumer materials (fiber). Such documentation will become the property of the student upon completion of the training class.

b. ****If applicable**** For hands-on training courses, there must be a one-to-one assignment of IT equipment to students.

c. The Contractor shall provide each student with a Certificate of Training at the completion of each training course.

d. The Contractor shall provide the following information for each training course offered:

- (1) The course title and a brief description of the course content, to include the course format (e.g., lecture, discussion, hands-on training);
- (2) The length of the course;
- (3) Mandatory and desirable prerequisites for student enrollment;
- (4) The minimum and maximum number of students per class;
- (5) The locations where the course is offered;
- (6) Class schedules; and
- (7) Price (per student, per class (if applicable)).

e. For those courses conducted at the ordering activity’s location, instructor travel charges (if applicable), including mileage and daily living expenses (e.g., per diem charges) are governed by Pub. L. 99-234 and FAR Part 31.205-46, and are reimbursable by the ordering activity on orders placed under the Multiple Award Schedule, as applicable, in effect on the date(s) the travel is performed. Contractors cannot use GSA city pair contracts. The Industrial Funding Fee does NOT apply to travel and per diem charges.

f. For Online Training Courses, a copy of all training material must be available for electronic download by the students.

9. “NO CHARGE” TRAINING

The Contractor shall describe any training provided with equipment and/or software provided under this contract, free of charge, in the space provided below.

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

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

1. SCOPE

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

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

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

3. ORDER

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

4. PERFORMANCE OF SERVICES

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

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

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

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

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

- (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
- (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

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

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

6. INSPECTION OF SERVICES

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I OCT 2008)

(DEVIATION I – FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

7. RESPONSIBILITIES OF THE CONTRACTOR

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

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

9. INDEPENDENT CONTRACTOR

All IT/IAM Professional Services performed by the Contractor under the terms of this contract shall be as an

independent Contractor, and not as an agent or employee of the ordering activity.

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

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

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

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

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

11. INVOICES

The Contractor, upon completion of the work ordered, shall submit invoices for IT Professional services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products.

Invoices shall be submitted monthly for recurring services performed during the preceding month.

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:

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

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

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

13. RESUMES

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

14. INCIDENTAL SUPPORT COSTS

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

15. APPROVAL OF SUBCONTRACTS

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

16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING

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

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

SIN	Title	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5
132-51	Applications Programmer I*	73.97	75.38	76.81	78.27	79.75
132-51	Applications Programmer II	82.25	83.82	85.41	87.03	88.69
132-51	Applications Programmer III	90.39	92.11	93.86	95.64	97.46
132-51	Applications Programmer IV	96.96	98.81	100.68	102.60	104.55
132-51	Applications Programmer V	106.84	108.87	110.94	113.04	115.19
132-51	Business Systems Analyst I	63.76	64.97	66.20	67.46	68.74
132-51	Business Systems Analyst II	76.50	77.95	79.43	80.94	82.48
132-51	Business Systems Analyst V	127.50	129.92	132.39	134.91	137.47
132-51	Computer Operator I*	37.52	38.23	38.95	39.69	40.45
132-51	Computer Operator II*	45.01	45.87	46.74	47.63	48.53
132-51	Computer Operator III*	52.51	53.51	54.53	55.56	56.62
132-51	Computer Operator IV*	60.00	61.14	62.30	63.49	64.69
132-51	Computer Operator V*	67.52	68.80	70.11	71.44	72.80
132-51	Computer Systems Analyst I	98.61	100.48	102.39	104.34	106.32
132-51	Computer Systems Analyst II	106.84	108.87	110.94	113.04	115.19
132-51	Computer Systems Analyst III	115.08	117.26	119.49	121.76	124.07
132-51	Computer Systems Analyst IV	123.26	125.60	127.99	130.42	132.90
132-51	Computer Systems Analyst V	131.50	134.00	136.54	139.14	141.78
132-51	CPMS Analyst/Designer	161.82	164.90	168.03	171.22	174.48
132-51	CPMS Analyst/Developer I	110.48	112.58	114.72	116.90	119.12
132-51	CPMS Analyst/Developer III	157.83	160.82	163.88	166.99	170.17
132-51	CPMS Applications Programmer	92.48	94.24	96.03	97.85	99.71
132-51	CPMS Installation and/or Post-Installation Support	157.83	160.82	163.88	166.99	170.17
132-51	CPMS Network Engineer	184.94	188.45	192.03	195.68	199.40
132-51	CPMS Network Engineer Senior	231.18	235.57	240.05	244.61	249.25
132-51	CPMS Project Manager	206.19	210.10	214.10	218.16	222.31
132-51	CPMS Trainer	149.69	152.53	155.43	158.38	161.39
132-51	Customer Service Representative I	34.60	35.26	35.93	36.61	37.31

Critical Information Specific to Schedule # 70– Information Technology, Software & Services
Solicitation FCIS-JB-980001B (Refresh # 37)

SIN	Title	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5
132-51	Customer Service Representative II	44.01	44.85	45.70	46.57	47.45
132-51	Customer Service Representative III	51.43	52.41	53.40	54.42	55.45
132-51	Customer Service Representative IV	60.27	61.41	62.58	63.77	64.98
132-51	Database Administrator I	63.76	64.97	66.20	67.46	68.74
132-51	Database Administrator II	77.91	79.39	80.90	82.44	84.01
132-51	Database Administrator IV	134.58	137.14	139.74	142.40	145.10
132-51	General Clerk I*	44.08	44.91	45.77	46.64	47.52
132-51	General Clerk II*	48.60	49.53	50.47	51.43	52.40
132-51	General Clerk III*	58.29	59.40	60.52	61.67	62.85
132-51	Graphics Designer*	85.80	87.43	89.09	90.78	92.51
132-51	Hardware/Software Technician I	52.51	53.51	54.53	55.56	56.62
132-51	Hardware/Software Technician II	60.00	61.14	62.30	63.49	64.69
132-51	Hardware/Software Technician III	67.52	68.80	70.11	71.44	72.80
132-51	Hardware/Software Technician IV	75.02	76.45	77.90	79.38	80.89
132-51	Hardware/Software Technician V	82.51	84.08	85.67	87.30	88.96
132-51	Help Desk Specialist I	67.52	68.80	70.11	71.44	72.80
132-51	Help Desk Specialist II	75.02	76.45	77.90	79.38	80.89
132-51	Help Desk Specialist III	86.24	87.88	89.55	91.25	92.98
132-51	Help Desk Specialist IV	94.46	96.25	98.08	99.94	101.84
132-51	Help Desk Specialist V	105.00	107.00	109.03	111.10	113.21
132-51	Network Administrator I	70.83	72.18	73.55	74.95	76.37
132-51	Network Administrator II	82.20	83.76	85.35	86.97	88.63
132-51	Network Administrator III	90.03	91.74	93.48	95.26	97.07
132-51	Network Administrator IV	97.53	99.38	101.27	103.19	105.15
132-51	Network Administrator V	104.15	106.13	108.15	110.20	112.30
132-51	Network Engineer I	63.76	64.97	66.20	67.46	68.74
132-51	Network Engineer II	85.00	86.62	88.26	89.94	91.65
132-51	Network Engineer V	127.50	129.92	132.39	134.91	137.47
132-51	Program Manager	120.44	122.73	125.06	127.44	129.86
132-51	Program Manager II	138.83	141.47	144.16	146.89	149.69
132-51	Programmer/Analyst I	60.00	61.14	62.30	63.49	64.69
132-51	Programmer/Analyst II	67.52	68.80	70.11	71.44	72.80
132-51	Programmer/Analyst III	75.02	76.45	77.90	79.38	80.89
132-51	Programmer/Analyst IV	82.51	84.08	85.67	87.30	88.96
132-51	Programmer/Analyst V	90.03	91.74	93.48	95.26	97.07
132-51	Project Manager I	103.65	105.61	107.62	109.67	111.75
132-51	Project Manager II	104.83	106.82	108.85	110.92	113.02
132-51	Project Manager III	114.00	116.17	118.38	120.63	122.92
132-51	Project Manager IV	121.60	123.91	126.27	128.67	131.11
132-51	Project Manager V	156.17	159.14	162.16	165.24	168.38
132-51	Project Supervisor I	62.33	63.51	64.72	65.95	67.20
132-51	Project Supervisor II	76.50	77.95	79.43	80.94	82.48
132-51	Quality Assurance Technician I	52.51	53.51	54.53	55.56	56.62
132-51	Quality Assurance Technician II	60.00	61.14	62.30	63.49	64.69
132-51	Quality Assurance Technician III	67.52	68.80	70.11	71.44	72.80
132-51	Quality Assurance Technician IV	75.02	76.45	77.90	79.38	80.89
132-51	Quality Assurance Technician V	82.51	84.08	85.67	87.30	88.96
132-51	Security Analyst III	122.68	125.02	127.39	129.81	132.28
132-51	Security Analyst IV	147.33	150.13	152.99	155.89	158.85
132-51	Software Engineer I	56.67	57.74	58.84	59.96	61.10
132-51	Software Engineer II	73.66	75.06	76.49	77.94	79.42
132-51	Software Engineer IV	113.33	115.48	117.68	119.91	122.19

SIN	Title	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5
132-51	Software Engineer V	141.67	144.36	147.10	149.90	152.75
132-51	Software Quality Assurance I	56.67	57.74	58.84	59.96	61.10
132-51	Software Quality Assurance II	70.83	72.18	73.55	74.95	76.37
132-51	Software Quality Assurance IV	106.27	108.29	110.35	112.45	114.58
132-51	Strategic Planning and Analysis I	77.95	79.43	80.94	82.47	84.04
132-51	Strategic Planning and Analysis II	92.12	93.87	95.65	97.47	99.32
132-51	Strategic Planning and Analysis III	120.42	122.71	125.04	127.42	129.84
132-51	Subject Matter Specialist I	82.90	84.48	86.09	87.72	89.39
132-51	Subject Matter Specialist II	110.55	112.65	114.79	116.97	119.19
132-51	Subject Matter Specialist III	138.18	140.80	143.48	146.21	148.98
132-51	Subject Matter Specialist IV	165.81	168.96	172.17	175.44	178.78
132-51	Subject Matter Specialist V	193.45	197.13	200.87	204.69	208.58
132-51	Systems Engineer I	56.67	57.74	58.84	59.96	61.10
132-51	Systems Engineer II	70.83	72.18	73.55	74.95	76.37
132-51	Systems Engineer IV	92.12	93.87	95.65	97.47	99.32
132-51	Systems Engineer V	120.44	122.73	125.06	127.44	129.86
132-51	Technical Matter Specialist I	59.40	60.53	61.68	62.85	64.05
132-51	Technical Matter Specialist II	70.23	71.56	72.92	74.31	75.72
132-51	Technical Matter Specialist III	74.31	75.72	77.16	78.63	80.12
132-51	Technical Matter Specialist IV	79.04	80.54	82.07	83.63	85.22
132-51	Technical Matter Specialist V	93.63	95.41	97.22	99.07	100.95
132-51	Technical Writer/Documentation Specialist I	54.64	55.68	56.74	57.82	58.92
132-51	Technical Writer/Documentation Specialist II	60.71	61.86	63.04	64.23	65.45
132-51	Technical Writer/Documentation Specialist III	66.78	68.05	69.34	70.66	72.00
132-51	Technical Writer/Documentation Specialist IV	72.84	74.23	75.64	77.08	78.54
132-51	Technical Writer/Documentation Specialist V	78.93	80.43	81.96	83.51	85.10
132-51	Trainer I*	63.76	64.97	66.20	67.46	68.74
132-51	Trainer II	77.91	79.39	80.90	82.44	84.01
132-51	Trainer III	92.08	93.83	95.61	97.43	99.28

(*) Service Contract Act applies

LABOR CATEGORY DESCRIPTIONS

Applications Programmer I

Functional Responsibility: Assists in design and coding of software product components, units, and modules according to detailed specifications. Participates in analysis and development of test plans. Tests assigned components and units. Provides test results and recommends corrections to senior developers.

Experience Requirements: Entry level – Less than a year relevant experience. Requires familiarity with one or more systems architectures such as client/server and distributed processing. Requires practical knowledge of one or more platforms and operating systems, and of programming languages.

Education Requirements: Bachelor’s degree in computer science, electrical/electronic engineering, math, physics, or an equivalent discipline. Requires knowledge of one or more systems architectures such as client/server and distributed processing.

Applications Programmer II

Functional Responsibility: Assists in design and coding of software products. Prepares comprehensive test plans. Conducts tests. Identifies and debugs relatively simple problems. Provides test results and recommends more complex corrections to senior developers. Codes enhancement and supports features. Participates in writing products and user documentation.

Experience Requirements: Two to four years software development experience. Requires familiarity with one or more systems architectures such as client/server and distributed processing.

Education Requirements: Bachelor’s degree in computer science, electrical/electronic engineering, math,

physics, or an equivalent discipline. Requires knowledge of one or more systems architectures such as client/server and distributed processing. Requires extensive knowledge of one or more platforms and operating systems, and of programming languages

Applications Programmer III

Functional Responsibility: Designs and codes software components, units, and modules that meet product specification and development schedules. Tests and debugs assigned components and units. Participates in large system and subsystem planning. Adheres to products and release schedules and strategies. Acts as a technical resource for lower-level developers.

Experience Requirements: Five to seven years software development experience. Requires familiarity with one or more systems architectures such as client/server and distributed processing.

Education Requirements: Bachelor's degree in computer science, electrical engineering, math, or an equivalent field. Requires comprehensive knowledge of one or more platforms and operating systems, and of programming languages. Requires knowledge of one or more systems architectures such as client/server and distributed processing.

Applications Programmer IV

Functional Responsibility: Develops technical designs and specifications for software products. Researches and integrates design strategies, product specifications, development schedules, and user expectations into product capabilities. Uses software development technologies and tools to build, test, and maintain product modules, components, and subsystems. Provides technical leadership to lower-level developers. Require interaction with customers, vendors, and external development partners. May provide product demonstrations and participate in trade shows and seminars.

Experience Requirements: Seven to ten years software product development experience. Experience in providing product demonstrations and participating in trade shows and seminars.

Education Requirements: Degree in Engineering or Computer Science. Masters degree desirable.

Applications Programmer V

Functional Responsibility: Oversees technical design, development, and implementation of large projects and/or major software products and systems. Assists in defining architecture requirements and establishing standards for design and development. Consults with management and customers regarding product feasibility and viability of product plans and designs. Factors emerging technologies and product supportability into design and implementation. Provides product demonstrations and participates in trade shows, seminars, industry panels, and user group meetings. Interacts with customers regarding strategies, requirements, problem solving, and support. This is normally the senior non-management developer level. Serves as primary technical resource to development team. May act as a team leader in prioritizing group tasks, determining individual assignments, and reviewing work of lower-level developers. Require interaction with customers, vendors, and external development partners.

Experience Requirements: Ten plus year's software product development experience.

Education Requirements: Degree in Engineering or Computer Science. Masters degree desirable. Requires expert knowledge of specific products, systems, and lines of business.

Business Systems Analyst I

Functional Responsibility: Reviews, analyzes, and evaluates business systems and user needs. Formulates systems to parallel overall business strategies. Relies on instructions and pre-established guidelines to perform the functions of the job. Little creativity is required. Works under immediate supervision. Typically reports to a manager.

Experience Requirements: None to two years of experience in the field or in a related area. Requires familiarity with commonly used concepts, practices, and procedures within a particular field.

Education Requirements: Bachelor's degree in a related area. Requires knowledge of commonly used concepts, practices, and procedures within a particular field.

Business Systems Analyst II

Functional Responsibility: Reviews, analyzes, and evaluates business systems and user needs. Formulates systems to parallel overall business strategies. Relies on instructions and pre-established guidelines to perform the functions of the job. Little creativity is required. Works under immediate supervision. Typically reports to a manager.

Experience Requirements: Three to five years experience in the field or in a related area. Requires knowledge of and familiarity with commonly used concepts, practices, and procedures within a particular field.

Education Requirements: Bachelor's degree in a related area.

Business Systems Analyst V

Functional Responsibility:

Reviews, analyzes, and evaluates business systems and user needs. Formulates systems to parallel overall business strategies. Writes detailed description of user needs, program functions, and steps required to develop or modify computer programs. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. A wide degree of creativity and latitude is expected. May lead and direct the work of others. May report directly to a project lead or manager.

Experience Requirements: Ten plus years experience in the field or in a related area. Requires familiarity with relational database concepts, and client-server concepts.

Education Requirements: Bachelor's degree in a related area. Requires knowledge of relational database concepts, and client-server concepts.

Computer Operator I

Functional Responsibility: Responsible for the correct and timely operation of the computer system. Monitors computer and peripheral equipment and responds to operator requests and messages as required. Performs backups. Assists senior operators in running complex programs.

Experience Requirements: One year operating and/or programming data processing equipment.

Education Requirements: High School Diploma. Technical School Certificate, or equivalent work experience.

Computer Operator II

Functional Responsibility: Responsible for the correct and timely operation of the computer system, including resolving error conditions, acting on machine stoppages and/or error conditions not fully covered by existing procedures. Operation tasks include production work, troubleshooting, and equipment maintenance, calling the proper personnel for equipment repair, accurate maintenance of tape and disk libraries, and correct completion of system backups. May assist in modifying systems, or in programming or LAN support.

Experience Requirements: Two years operating and/or programming data processing equipment.

Education Requirements: Associate's degree or Technical School Certificate, or equivalent work experience.

Computer Operator III

Functional Responsibility: Responsible for the operation of the Windows class servers and peripheral equipment according to operating instructions. Shall be responsible for output and distribution services. Able to track and control servers using remote console controls. Use of unattended installation scripts to load Windows 2000 and 2003 operating system with little to no manual intervention. Works under supervision of the Computer Operator V, the Computer Operator III.

Experience Requirements: Four years experience in computer and related service operations, installing and configuring Microsoft Windows 2000 and 2003 operating systems on mainstream server class hardware. Requires experienced in producing documents, charts, and drawings using Word, Visio, and PowerPoint.

Education Requirements: High School Diploma and Associates degree or Technical School Certificate.

Computer Operator IV

Functional Responsibility: Shall be responsible for the operation of Windows class servers. Shall be responsible for the processing of production and housekeeping jobs. Shall ensure that all sub-systems are available to system users during scheduled times. Shall be responsible for output and distribution services. Able to track and control servers using remote console controls. Use of unattended installation scripts to load Windows 2000 and 2003 operating system with little to no manual intervention. Shall be able to perform the duties assigned with minimal supervision. Capable of working together with other support organizations to maintain continuity of service for client.

Experience Requirements: Six years of increasing responsibility. Two years experience in remote system management and troubleshooting of client server outages. Requires experience analyzing and resolving incidents within the client infrastructure. Experienced in managing small projects.

Education Requirements: High School Diploma and Associates degree or Technical School Certificate. Must have a working knowledge of general system administration, server configuration, installation procedures, hardware components, and user and disk permissions.

Computer Operator V

Functional Responsibility: Under general supervision of an Operations or Program Manager, the Computer Operator V will be responsible for the operation of data center mainframes, servers, output and distribution services, and production control functions. The shift supervisor shall have supervisory responsibility over all levels of computer operators and be responsible for notifying management of any problems that may occur.

Experience Requirements: Eight years of increasing responsibility, with minimum two years as a shift supervisor or lead operator. Four years experience in computer and related service operations, including cluster and blade servers, new server rollouts, hardware configuration, operating system installation, UNIX, LINUX, configuration, and security hardening.

Education Requirements: High School Diploma and Associates degree or Technical School Certificate with addition training in computer systems and management. Requires advanced working knowledge of tape management, serving patching, troubleshooting, vendor coordination, inventory management, configuration management, documentation management, and daily schedule shift jobs.

Computer Systems Analyst I

Functional Responsibility: Analyzes information requirements. Evaluates analytical, and systematically problems of workflow. Organization, and planning and assists Senior Computer Systems Analyst and Computer Systems Analyst develop appropriate corrective action. Help develop plans for automated information systems from project inception to conclusion. Defines the problem, and develops system requirements and program specifications from which programmers prepare detailed flow charts, programs, and tests. Under the supervision of a Senior Computer Systems Analyst or a Computer Systems Analyst, coordinates closely with programmers to ensure proper implementation of program and system specifications. Develops, in conjunction with functional users, system alternative solutions.

Experience Requirements: None to three years of applicable experience.

Education Requirements: Associates Degree.

Computer Systems Analyst II

Functional Responsibility: Analyzes and develops computer software possessing a wide range of capabilities, including numerous Engineering, business, and records management functions. Develops plans for automated information systems from project inception to conclusion. Analyzes user interfaces, maintain hardware and software performance tuning, analyze workload and computer usage, maintain interfaces with outside systems, analyze downtimes, analyze proposed system modifications, upgrades and new COTS. Analyzes the problem and the information to be processed. Defines the problem, and develops system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Coordinates closely with programmers to ensure proper implementation of program and system specifications. Develops, in conjunction with functional users, system alternative solutions.

Experience Requirements: One to four years experience, of which at least three years must be specialized.

Education Requirements: Bachelor's degree, or equivalent, in computer science, information systems, engineering, business, or other related discipline.

Computer Systems Analyst III

Functional Responsibility: Provides technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and for progress in accordance with schedules. Coordinates with the Project and/or Program Manager to ensure problem solution and user satisfaction. Make recommendations, if needed, for approval of major systems installations. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives. Provides daily supervision and direction to support staff.

Experience Requirements: Five years experience, of which at least three years must be specialized.

Education Requirements: Bachelor's degree, or equivalent, in computer science, information systems, engineering, business, or other related discipline.

Computer Systems Analyst IV

Functional Responsibility: Provides technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and for progress in accordance with schedules. Coordinates with the Project and/or Program Manager to ensure problem solution and user satisfaction. Make recommendations, if needed, for approval of major systems installations. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives. Provides daily supervision and direction to support staff.

Experience Requirements: Minimum of eight years experience, of which at least five years must be specialized.

Education Requirements: Bachelor's degree, or equivalent in Computer Science, Information Systems, Engineering, Business, or other related discipline.

Computer Systems Analyst V

Functional Responsibility:

Provides technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and for progress in accordance with schedules. Coordinates with the Project and/or Program Manager to ensure problem solution and user satisfaction. Make recommendations, if needed, for approval of major systems installations. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives. Provides daily supervision and direction to support staff.

Experience Requirements: Minimum of ten years experience, of which at least seven years must be specialized.

Education Requirements: Bachelor's degree, or equivalent in Computer Science, Information Systems, Engineering, Business, or other related discipline.

CPMS Analyst/Designer

Functional Responsibility: Works with the customer to define the requirements for the CPMS implementation and documents the requirements in a requirements document. Develops the system design for the CPMS system and documents the design in a system design document. Works with the CPMS Network Engineer(s) to ensure network readiness. May also develop following CPMS deliverables: Detail Call Flows; System Test Plan; Training Plan; Acceptance Test Plan; Cutover Plan; Operations Manual; and Maintenance Plan and Agreement. Every customer will not require all deliverables described above. Customer required deliverables shall be specified in the request for quote and subsequent order document. When required as back up for the CPMS Project Manager, conducts project review meetings and interfaces to the customer. Further, may assist the installation team in the installation of the CPMS hardware and

software systems. Understands the customer's requirements and ensures the CPMS to be installed meets the customer's technical requirements and business needs.

Experience Requirements: Ten years of experience in the field or a related area and at least six years of systems analysis experience. Requires familiarity with customer relationship management (CRM) software. Must have an in-depth understanding of CPMS hardware and software features and functionality and ability to work with end users to understand the customer's business environment, problems and needs.

Education Requirements: Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. Requires knowledge of customer relationship management (CRM) software.

CPMS Analyst/Developer I

Functional Responsibility: Implements the hardware and software configurations for the CPMS, including the station configuration, user configuration, user privileges, ACD configuration, server configuration, call notification, e-mail configuration, fax configuration, reports configuration, and logging and tracing. Assists installation of CPMS hardware. May maintain the CPMS hardware. Integrates the CPMS systems into the customer's voice and data networks. Works with the customer to develop back-up and restore procedures, security procedures, and procedures to monitor system performance. Uses Interaction Attendant to administer the CPMS system as required. Troubleshoot and resolve problems to ensure minimal disruption of mission-critical applications. Requires configuration and system design of high-availability hardware servers and software.

Experience Requirements: Four years of experience in the field or a related area. Requires familiarity with Dialogic and Aculab voice processing boards including T1 boards, analog trunk boards, fax boards, conference boards, station boards, and software emulation equivalent for support of Voice-Over IP.

Education Requirements: Technical training in the field. Requires certification by Interactive Intelligence, Inc. in CPMS Installation and Troubleshooting and Systems Administration.

Requires knowledge of Dialogic and Aculab voice processing boards including T1 boards, analog trunk boards, fax boards, conference boards, station boards, and software emulation equivalent for support of Voice-Over IP. Requires knowledge of Microsoft Windows operating systems including Vista, XP, Windows 2000, TCP/IP, and CPMS supported database products including Microsoft SQL Server and Oracle. Requires knowledge of Web Servers including Microsoft IIS.

CPMS Analyst/Developer III

Functional Responsibility: Assists the CPMS Analyst/Designer in defining the customer's requirements and designing CPMS software applications. Prototype, develop, test and debug CPMS applications using software development tools. Uses CPMS design tools to customize dial plans, IVR scripts, ACD rules, fax-on-demand applications, Web services, etc. Use database tools to access any ODBC-compliant database from within IVR scripts or other CIC server applications. Uses system recorder tools to develop recorded call management applications. Uses CPMS interface components to develop external program functionality using Visual Basic and other programming languages. Works with users to identify current operating procedures and clarify program objectives. Outlines steps required for software program development, including diagrams and charts. Writes software program documentation and user operations guidelines. Provides technical guidance to CPMS application programmers.

Experience Requirements: Six years of experience in the field or a related area and at least three years of software development experience. Requires familiarity with CPMS tool and techniques, and Microsoft Windows operating systems.

Education Requirements: Technical training in the field. Requires knowledge of CPMS tool and techniques, and Microsoft Windows operating systems.

CPMS Applications Programmer

Functional Responsibility: Develop, test and debug software applications for the CPMS system using development tools. Uses tools to customize every aspect of, dial plans, IVR scripts, ACD rules, fax-on-demand applications, Web services, etc. Use Database Tools to access any ODBC-compliant database from

within IVR scripts or other EIC server applications. Setup unified messaging and voice mail. Use CPMS's Computer Telephony Integration (CTI) tools/capabilities to develop "screen pop" applications for the customer. Develop custom reports for the customer. Provide documentation including diagrams and charts.

Experience Requirements: Two years of experience in the field or in a related area and at least one year of programming experience.

Education Requirements: Technical training in the field.

CPMS Installation and/or Post-Installation Support

Functional Responsibility:

CPMS Installation: CPMS Installations Engineers are responsible for the installation of hardware servers, including operating systems, DBMS, application modules as well as, integrating with local and wide area networks and telecommunication circuits. CPMS Installation Engineers are responsible for components and full system testing, and customer acceptance demonstrations.

CPMS Post-installation: Support may be provided by CPMS personnel either on-site or remotely. Post-installation support typically includes activities such as logging into the CPMS system to make user moves adds, deletes, and changes; system back-up and restore, resolving statistical server and/or network issues, and assisting with standard report generation.

Installation and Post-installation service hours may require a premium rate for evening and/or weekend and/or expedited requests. Should this premium rate be required, the premium hourly rate is one and one-half (1.5) times the hourly rate then in effect for this Item No. 23.

Experience Requirements: At least 2 years of experience in the field or in a related field.

Education Requirements: Technical training in the field.

CPMS Network Engineer

Functional Responsibility: Works with CPMS senior staff to provide network analysis necessary for implementation of a CPMS . Determines network requirements and performs network readiness assessments. Provides network design documentation. Manages all phases of system implementation including network needs analysis, system requirements, system and network design, software development, testing, documentation, training, cutover and maintenance. Provides network design documents for network cabling and switches, routers and gateway components. Interfaces with the telephony subcontractors for coordinated requirements. Works with the customer to define the requirements for the CPMS components and develops requirements documents. Develops the system design for the system and documents the design in a system design document. Develops a network maintenance plan and documents in a maintenance agreement.

Experience Requirements: Six years of experience in the field or in a related area and at least three years of network engineering experience.

Education Requirements: Technical training in the field.

CPMS Network Engineer Senior

Functional Responsibility: Provides network analysis necessary for implementation of a CPMS. Determines network requirements and performs network readiness assessments. Provides network design documentation. Manages all phases of system implementation including network capacity planning and analysis, system requirements, system and network design, software development, testing, documentation, training, cutover and maintenance. Provides network design documents for network cabling and switches, routers and gateway components. Interfaces with the telephony subcontractors for coordinated requirements. Works with the customer to define the requirements for the Call Processing and Management System components and develops requirements documents. Develops the system design for the project and documents the design in a system design document. Develops a network maintenance plan and documents in a maintenance agreement. Works with the customer and Local Exchange Carrier to configure, order and install telephone trunk lines. Work with the customer to configure, order and install station cabling. Performs site surveys. Works with the customer to identify and prepare a suitable server room or telephone closet for the CPMS servers and to connect to the telephone trunk lines and station cabling to the CPMS servers. Works

with the customer to interface to the customer's network-based database servers, e-mail servers, and Web servers.

Experience Requirements: Ten years of experience in the field or in a related area and at least six years of network engineering experience.

Education Requirements: Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline.

CPMS Project Manager

Functional Responsibility: The CPMS Project Manager is the principal interface to the customer and works with the customer to define the project scope, project transition plans, statement of work, and schedules for CPMS projects. Implements change control, deliverable acceptance, and project reporting procedures. Conducts kick-off meetings and project status meetings. Develops project status reports and presentations to customer and SII management. Coordinates orders for appropriate software, hardware and network components from vendors. Manages all aspects of projects to ensure successful delivery of project within the budget, schedule and to the customer's satisfaction. Ensures project outcomes that conform to SII's proposal. Coordinates with the Manager of SII PSO for technical resources necessary for successful project completion. Manages the team of Professional Services technicians assigned to each project. Manages the technical aspects of projects by instructing, directing, and checking the work of other team members. Verifies that maintenance costs are correct, based on the actual hardware and software purchased and installed.

Experience Requirements: Ten years of experience in the field or a related area and at least six years of project management experience.

Education Requirements: Bachelor's degree in computer science, information systems, engineering, business, or other related discipline.

CPMS Trainer

Functional Responsibility: CPMS Trainers are high skilled in the use and instruction in the use of the Call Processing and Management System for both Management operational tools, as well as, the use of the desktop Graphic User Interface by call and/or contact center agents to manage call activity. Trainers have audio visual support presentations and instruct using live, operational systems as teaching aids. Leave-behind tutorials and reference materials are supplied to all students. CPMS personnel are responsible and work with minimal, if any, supervision.

Experience Requirements: Three to five years of experience in the CPMS application with 1 to 2 years of training experience.

Education Requirements: Technical certification by the CPMS application manufacturer.

Customer Service Representative I

Functional Responsibility: Serve as the primary point of contact in a customer contact center (also referred to as a customer interaction center or e-contact center). Must be able to interact with customers utilizing all channels of communications including voice, e-mail, Web and fax. Must be able to utilize the IT and telecommunications tools in the contact center including Automatic Call Distributor (ACD), Interactive Voice Response (IVR), Web collaborative browsing, Web chats, CRM software, fax-on-demand, and fax-back. Must be able to answer detail questions and solve problems utilizing the knowledgebase, CRM database, and other online tools. Must be able to manage the customer interaction by navigating a Web site, searching online databases, and transferring/conferencing the call utilizing the features of the TDM or VoIP telephone instrument.

Experience Requirements: None to one years of contact center representative experience. Requires keyboarding skills, knowledge and skills in computer workstations and software (e.g., Microsoft Windows and Internet Explorer), and customer interaction skills utilizing multiple channels of communication.

Education Requirements: High School diploma.

Customer Service Representative II

Functional Responsibility: Serve as the primary point of contact in a customer contact center (also referred

to as a customer interaction center or e-contact center). Must be able to interact with customers utilizing all channels of communications including voice, e-mail, Web and fax. Must be able to utilize the IT and telecommunications tools in the contact center including Automatic Call Distributor (ACD), Interactive Voice Response (IVR), Web collaborative browsing, Web chats, CRM software, fax-on-demand, and fax-back. Must be able to answer detail questions and solve problems utilizing the knowledgebase, CRM database, and other online tools. Must be able to manage the customer interaction by navigating a Web site, searching online databases, and transferring/conferencing the call utilizing the features of the TDM or VoIP telephone instrument.

Experience Requirements: Two to three years of contact center representative experience. Requires keyboarding skills, knowledge and skills in computer workstations and software (e.g., Microsoft Windows and Internet Explorer), and customer interaction skills utilizing multiple channels of communication.

Education Requirements: High School diploma.

Customer Service Representative III

Functional Responsibility: Serve as the primary point of contact in a customer contact center (also referred to as a customer interaction center or e-contact center). Must be able to interact with customers utilizing all channels of communications including voice, e-mail, Web and fax. Must be able to utilize the IT and telecommunications tools in the contact center including Automatic Call Distributor (ACD), Interactive Voice Response (IVR), Web collaborative browsing, Web chats, CRM software, fax-on-demand, and fax-back. Must be able to answer detail questions and solve problems utilizing the knowledgebase, CRM database, and other online tools. Must be able to manage the customer interaction by navigating a Web site, searching online databases, and transferring/conferencing the call utilizing the features of the TDM or VoIP telephone instrument.

Experience Requirements: Four to six years of contact center representative experience. Requires keyboarding skills, knowledge and skills in computer workstations and software (e.g., Microsoft Windows and Internet Explorer), and customer interaction skills utilizing multiple channels of communication.

Education Requirements: High School diploma.

Customer Service Representative IV

Functional Responsibility: Serve as the primary point of contact in a customer contact center (also referred to as a customer interaction center or e-contact center). Must be able to interact with customers utilizing all channels of communications including voice, e-mail, Web and fax. Must be able to utilize the IT and telecommunications tools in the contact center including Automatic Call Distributor (ACD), Interactive Voice Response (IVR), Web collaborative browsing, Web chats, CRM software, fax-on-demand, and fax-back. Must be able to answer detail questions and solve problems utilizing the knowledgebase, CRM database, and other online tools. Must be able to manage the customer interaction by navigating a Web site, searching online databases, and transferring/conferencing the call utilizing the features of the TDM or VoIP telephone instrument.

Experience Requirements: Seven plus years of contact center representative experience. Requires keyboarding skills, knowledge and skills in computer workstations and software (e.g., Microsoft Windows and Internet Explorer), and customer interaction skills utilizing multiple channels of communication.

Education Requirements: High School diploma.

Database Administrator I

Functional Responsibility: Plans and coordinates administration of one or larger, centralized databases. Reviews database design and integration of host systems and makes recommendations for enhancements and improvements. Ensures accurate, appropriate, and effective use of data, including database structure, documentation, and operational guidelines. Performs audits to ensure accuracy and proper use of data in tables, applications, and supporting dictionaries. Trains users and responds to requests for assistance. Monitors utilization and transaction activity. Prepares and/or reviews activity and performance reports. May establish maintain security and integrity controls. Serves as liaison between users and technical staff.

Experience Requirements: Two to four years related experience.

Education Requirements: Bachelor's degree in related field or equivalent experience. Requires demonstrated expertise in the use of relational database management systems and related products such as Microsoft Access, IBM DB2, Oracle, SAP, SAS, Sybase, and SQL.

Database Administrator II

Functional Responsibility: Provides technical direction for database design, maintenance, and administration. Evaluates and recommends available DBMS products after matching user requirements with system capabilities. Develops and formulates standards, procedures, and convention for database use. Determines file organization, indexing methods, and security procedures for specific user applications. Works with technical/programming staff to ensure database security from accidental or intentional loss or damage.

Experience Requirements: Four to six years related experience.

Education Requirements: Bachelor's degree in related field or equivalent experience. Requires demonstrated expertise in the use of relational database management systems and related products such as Microsoft Access, IBM DB2, Oracle, SAP, SAS, Sybase, and SQL.

Database Administrator IV

Functional Responsibility: Provides technical direction for database design, maintenance, and administration. Evaluates and recommends available DBMS products after matching user requirements with system capabilities. Develops and formulates standards, procedures, and convention for database use. Determines file organization, indexing methods, and security procedures for specific user applications. Works with technical/programming staff to ensure database security from accidental or intentional loss or damage.

Experience Requirements: Eight to ten years related experience.

Education Requirements: Bachelor's degree in related field or equivalent experience. Requires demonstrated expertise in the use of relational database management systems and related products such as Microsoft Access, IBM DB2, Oracle, SAP, SAS, Sybase, and SQL.

General Clerk I

Functional Responsibility: Performs routine office or clerical duties such as filing, coding, simple posting, and completing forms. May operate basic office equipment, e.g. photocopier, facsimile, multi-line phone/voicemail systems, and mailing machines. Works under close supervision. Little or no subject-matter knowledge is required, but the clerk uses his or her own judgment in choosing the proper procedure for each task.

Experience Requirements: Experience operating basic office equipment, e.g. photocopier, facsimile, multi-line phone/voicemail systems, and mailing machines.

Education Requirements: Little or no subject-matter knowledge is required.

Clerical Clerk II

Functional Responsibility: Performs a variety of complex Clerical tasks. Clerical steps vary in type or sequence, depending on the task. Selects appropriate methods from a wide variety of procedures or makes simple adaptations and interpretations of a limited number of substantive guides and manuals. Typically requires typing skills sufficient to complete forms, prepare reports, letters, and other materials in which terms are clear and formats follow a standard pattern. Routinely uses a personal computer or terminal to carry out assigned activities. Works under general direction. Recognized problems are referred to others.

Experience Requirements: Requires typing skills sufficient to complete forms, prepare reports, letters, and other materials in which terms are clear and formats follow a standard pattern. Ability to use a personal computer or terminal. Experience operating basic office equipment, e.g. photocopier, facsimile, multi-line phone/voicemail systems, and mailing machines.

Education Requirements: Little or no subject-matter knowledge is required.

Clerical Clerk III

Functional Responsibility: Performs complex clerical and administrative tasks, including processing

orders, maintaining computer-based records, completing forms, preparing reports, and responding in person or by phone to customer and client requests and inquiries. Requires typing skills sufficient to meet production and quality standards using a computer keyboard. Requires language skills sufficient to interact effectively with both internal and external clients and customers. Works independently or under general direction on activities that typically require subject-matter knowledge and judgment to complete assignments. May also direct lower level Clerks.

Experience Requirements: Requires typing skills sufficient to meet production and quality standards using a computer keyboard. Requires language skills sufficient to interact effectively with both internal and external clients and customers.

Education Requirements: Require subject-matter knowledge.

Graphics Designer

Functional Responsibility: Designs art and copy layouts for material to be presented visually in magazines, books, and newspapers, on product packaging, via television, computer monitor, website, and CD-ROM, and by other visual communications media. Plans presentations that typically include illustrations, photographs, and text. Selects styles and sizes of type. Draws or prepares samples of proposed designs. Prepares illustrations and rough sketches. May develop style-sheets, logotypes, and graphic standards for printed and published materials. May prepare series of drawings to illustrate sequence and timing of story development for video or computer presentation. Prepares notes and instructions for desktop publishing specialists or workers who assemble layouts for printing. Typically reviews final layout and suggests improvements as necessary.

Experience Requirements: Two to five years experience in a related field.

Education Requirements: Bachelor's degree in commercial art or fine art or equivalent experience.

Hardware/Software Technician I

Functional Responsibility: Provides technical assistance and training to system users. Responds to users' requests for assistance by phone and in person. May staff a help desk or information center. Installs and modifies personal computer and network hardware and software. Diagnoses hardware, software and operator problems and takes remedial actions or recommends procedural changes. May install and configure peripheral equipment such as monitors, keyboards, printers, and disk drives. May load and configure operating systems and applications such as word processing, database, and spreadsheet programs.

Experience Requirements: None to two years related experience.

Education Requirements: High School diploma. Requires knowledge of and familiarity with operating systems such as Windows NT or UNIX. Requires comprehensive knowledge of employer's stand-alone and networked personal computers and related peripheral equipment, and of commonly used stand alone and networked applications.

Hardware/Software Technician II

Functional Responsibility: Provides technical assistance and training to system users. Responds to users' requests for assistance by phone and in person. May staff a help desk or information center. Installs and modifies personal computer and network hardware and software. Diagnoses hardware, software and operator problems and takes remedial actions or recommends procedural changes. May install and configure peripheral equipment such as monitors, keyboards, printers, and disk drives. May load and configure operating systems and applications such as word processing, database, and spreadsheet programs.

Experience Requirements: Three to five years related experience.

Education Requirements: High School diploma. Requires knowledge of and familiarity with operating systems such as Windows NT or UNIX. Requires comprehensive knowledge of employer's stand-alone and networked personal computers and related peripheral equipment, and of commonly used stand alone and networked applications.

Hardware/Software Technician III

Functional Responsibility: Evaluates, tests, installs, and modifies networked and stand-alone personal computer and workstation systems and applications. Evaluates and tests vendor-supplied software packages

to determine compatibility with existing systems, ease of use and maintenance, and suitability for organization's needs. Consults with users to determine best hardware and software configurations to meet requirements. Enters commands into computer or network to place new programs in production status and upgrade existing programs. May direct the workflow of others.

Experience Requirements: One to three years of experience with network operating systems such as Windows NT or UNIX.

Education Requirements: Bachelor's degree in related field or equivalent experience. Requires knowledge of and familiarity with programming languages that support major systems running on servers and workstations.

Hardware/Software Technician IV

Functional Responsibility: Evaluates, tests, installs, and modifies networked and stand-alone personal computer and workstation systems and applications. Evaluates and tests vendor-supplied software packages to determine compatibility with existing systems, ease of use and maintenance, and suitability for organization's needs. Consults with users to determine best hardware and software configurations to meet requirements. Enters commands into computer or network to place new programs in production status and upgrade existing programs. May supervise a department.

Experience Requirements: Four to six years of experience with network operating systems such as Windows NT or UNIX.

Education Requirements: Bachelor's degree in related field or equivalent experience. Requires knowledge of and familiarity with programming languages that support major systems running on servers and workstations.

Hardware/Software Technician V

Functional Responsibility: Supervises PC/Network Support Specialists in support of employer's networked and stand-alone computer users and systems. May supervise a "help desk" or call center. Plans and implements operating system and applications software upgrades and modifications. Supervises testing, installation, and setup of new hardware and software. Ensures employer's compliance with contracts and copyrights. Maintains logs and records. Periodically analyzes user requests for service, breakdowns, and malfunctions and recommends appropriate changes in procedures and operations. Recommends new computers and equipment. May analyze user need for training and carry out or secure training as appropriate.

Experience Requirements: Seven plus years qualifying experience.

Education Requirements: Bachelor's degree in related field or equivalent experience.

Help Desk Specialist I

Functional Responsibility: Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Tracks and monitors the problem to insure a timely resolution. Relies on instructions and pre-established guidelines to perform the functions of the job. Little creativity is required. Works under immediate supervision. Typically reports to a supervisor or manager.

Experience Requirements: None to one years experience in the field or in a related area. Requires familiarity with commonly used concepts, practices, and procedures within a particular field.

Education Requirements: Associate's degree in a related area. Requires knowledge of commonly used concepts, practices, and procedures within a particular field.

Help Desk Specialist II

Functional Responsibility:

Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Tracks and monitors the problem to insure a timely resolution. Relies on instructions and pre-established guidelines to perform the functions of the job. Little creativity is required. Works under immediate supervision. Typically reports to a supervisor or manager.

Experience Requirements: Two to four years experience in the field or in a related area. Requires familiarity with commonly used concepts, practices, and procedures within a particular field.

Education Requirements: Associate's degree in a related area. Requires knowledge of commonly used concepts, practices, and procedures within a particular field.

Help Desk Specialist III

Functional Responsibility: Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Tracks and monitors the problem to insure a timely resolution. Relies on instructions and pre-established guidelines to perform the functions of the job. Little creativity is required. Works under immediate supervision. Typically reports to a supervisor or manager.

Experience Requirements: Five to seven years experience in the field or in a related area.

Education Requirements: Associate's degree in a related area. Have knowledge of commonly used concepts, practices, and procedures within a particular field.

Help Desk Specialist IV

Functional Responsibility: Provide support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Tracks and monitors the problem to insure a timely resolution. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. A wide degree of creativity and latitude is expected. May lead and direct the work of others. Typically reports to a supervisor or manager.

Experience Requirements: Seven to nine years experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures.

Education Requirements: Associate's degree in a related area.

Help Desk Specialist V

Functional Responsibility: Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Tracks and monitors the problem to insure a timely resolution. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. A wide degree of creativity and latitude is expected. May lead and direct the work of others. Typically reports to a supervisor or manager.

Experience Requirements: Ten plus years experience in the field or in a related area. Requires familiarity with a variety of the field's concepts, practices, and procedures.

Education Requirements: Associate's degree in a related area. Requires knowledge of a variety of the field's concepts, practices, and procedures.

Network Administrator I

Functional Responsibility: Maintains data files and control procedures for a simple system of networked personal computers or for a group of desktop computers linked to a host server. Responsible for system security and data integrity. Assigns passwords and monitors use of resources. Backs up files as required. May produce periodic business reports, generate output such as labels, letters, and forms, and respond to frequent management requests for information. Although the incumbent may be a resident expert for applications running on department-wide LAN or for the entire computer system in a smaller enterprise, complex hardware and software applications are typically maintained by other professional staff or by vendors.

Experience Requirements: One to Two years on-the-job experience.

Education Requirements: Vendor-supplied training. May require extensive knowledge of software such as Microsoft Office and similar suites of business applications.

Network Administrator II

Functional Responsibility: Maintains data files and control procedures for a simple system of networked personal computers or for a group of desktop computers linked to a host server. Responsible for system security and data integrity. Assigns passwords and monitors use of resources. Backs up files as required.

May produce periodic business reports, generate output such as labels, letters, and forms, and respond to frequent management requests for information. Although the incumbent may be a resident expert for applications running on department-wide LAN or for the entire computer system in a smaller enterprise, complex hardware and software applications are typically maintained by other professional staff or by vendors.

Experience Requirements: Three to four years on-the-job experience.

Education Requirements: Vendor-supplied training. May require extensive knowledge of software such as Microsoft Office and similar suites of business applications.

Network Administrator III

Functional Responsibility: Maintains data files and control procedures for a simple system of networked personal computers or for a group of desktop computers linked to a host server. Responsible for system security and data integrity. Assigns passwords and monitors use of resources. Backs up files as required. May produce periodic business reports, generate output such as labels, letters, and forms, and respond to frequent management requests for information. Although the incumbent may be a resident expert for applications running on department-wide LAN or for the entire computer system in a smaller enterprise, complex hardware and software applications are typically maintained by other professional staff or by vendors. Usually is supervising or leading junior Network Administrators in these areas of responsibility.

Experience Requirements: Five to six years of experience.

Education Requirements: Bachelor's degree in related field plus vendor supplied training. May require extensive knowledge of software such as Microsoft Office and similar suites of business applications.

Network Administrator IV

Functional Responsibility: Maintains data files and control procedures for a system of networked personal computers or for a group of desktop computers linked to a host server of greater complexity than the type of network maintained by Network Administrator III. Responsible for system security and data integrity. Assigns passwords and monitors use of resources. Backs up files as required. May produce periodic business reports, generate output such as labels, letters, and forms, and respond to frequent management requests for information. Although the incumbent may be a resident expert for applications running on department-wide LAN or for the entire computer system in a smaller enterprise, complex hardware and software applications are typically maintained by other professional staff or by vendors. Usually is supervising or leading junior Network Administrators in these areas of responsibility.

Experience Requirements: Seven to nine years of on-the-job experience.

Education Requirements: Bachelor's degree in a related field, supplemented by industry certifications and vendor-supplied training. May require extensive knowledge of software such as Microsoft Office and similar suites of business applications.

Network Administrator V

Functional Responsibility: Maintains data files and control procedures for a system of networked personal computers or for a group of desktop computers linked to a host server of greater complexity than the type of network maintained by Network Administrator III. Responsible for system security and data integrity. Assigns passwords and monitors use of resources. Backs up files as required. May produce periodic business reports, generate output such as labels, letters, and forms, and respond to frequent management requests for information. Although the incumbent may be a resident expert for applications running on department-wide LAN or for the entire computer system in a smaller enterprise, complex hardware and software applications are typically maintained by other professional staff or by vendors. Usually is supervising or leading junior Network Administrators in these areas of responsibility..

Experience Requirements: Ten plus years on-the-job experience.

Education Requirements: Bachelor's degree in a related field, supplemented by industry certifications and vendor-supplied training. May require extensive knowledge of software such as Microsoft Office and similar suites of business applications.

Network Engineer I

Functional Responsibility: Provides technical support in the installation and maintenance of employer or customer's Local Area Network (LAN). Assist in the evaluation of hardware and software, including peripheral, output, and telecommunications equipment. Installs network hardware and software, including network operating systems. Monitors data communications to ensure that network is available to all users. Troubleshoots and resolves routine problems. May assist higher-level network engineers to perform site surveys, schedule conversions, and cutovers. Assists in planning installations, transitions, and cutovers of network components and capabilities. Generally responsible for maintaining a simple network of 25 or fewer nodes, or for a section of a larger network.

Experience Requirements: One to Two years related experience.

Education Requirements: Bachelor's degree in a related area.

Network Engineer II

Functional Responsibility: Installs, maintains, and coordinates the use of employer's or customer's Local Area or Wide Area Network (LAN/WAN). Evaluates hardware and software, including peripheral, output, and telecommunications equipment. Enforces security procedures, installs network software, and manages network, and manages network performance. Troubleshoots and resolves complex problems. Implements and coordinates network policies, procedures, and standards. Trains users. May assist higher-level network engineers to perform site surveys, schedule conversions, and cutovers. Assists in planning installations, transitions, and cutovers of network components and capabilities. Generally responsible for maintaining moderately complex networks of 25 to 100 nodes.

Experience Requirements: Three to five years related experience.

Education Requirements: Technical training and certification as a network engineer.

Network Engineer V

Functional Responsibility: Designs, configures, and supports one or more local and wide area networks that include hubs, router, dial-up access, cabling, and file servers. Manages connectivity between internal and external systems. Manages internetworking of various operating systems that may include Windows NT/95 and one or more versions of UNIX, across both LANs and WANs. Monitors performance and stability of networks. Prepares reports for management. Uses network management tools to test and ensure functionality and security. Uses TCP/IP configuration and troubleshooting skills to develop and maintain an infrastructure that includes intranets and extranets. May performs site surveys, schedule conversions and cutovers.

Experience Requirements: Six plus years LAN/WAN experience.

Education Requirements: Bachelor's degree in a related area.

Program Manager

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

Experience Requirements: Seven years must be specialized experience in program management.

Education Requirements: Bachelor's degree, or equivalent, in computer science, information systems, engineering, business, or other related discipline.

Program Manager II

Functional Responsibility: Handles larger, and complex programs. Serves as the contractor's single contract manager, and shall be the contractor's authorized interface with the Government Contracting Officer (CO), the contract level Contracting Officer's Representative (COR), government management personnel and customer agency representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel and communicating

policies, purposes, and goals of the organization to subordinates. Shall be responsible for the overall contract performance.

Experience Requirements: Twelve years must be specialized experience in program management.

Education Requirements: Bachelor's degree, or equivalent, in computer science, information systems, engineering, business, or other related discipline.

Programmer/Analyst I

Functional Responsibility: Performs routine assignments that require following project specifications and statements of problems and procedures to create or modify computer programs. May confer with end users to analyze specified methods and procedures, identify problems, and document specific input and output requirements. May use software tools to design detailed flowcharts and generate standardized code.

Experience Requirements: None to one year analyst/programmer experience.

Education Requirements: Bachelor's degree in a related area. Requires knowledge of one or more programming languages.

Programmer/Analyst II

Functional Responsibility: Plans, develops, tests and documents mainframe-resident and client/server computer applications programs, generally working from source data provided by senior analyst programmers. May review system capabilities and scheduling limitations to determine if requested application or modification is possible within existing system. Applies standard programming procedures, including graphical user interface (GUI) development.. Prepares program documentation and materials for users. May provide work direction to entry-level analyst/programmers.

Experience Requirements: Two to three years programming experience.

Education Requirements: Bachelor's degree in a related area. Requires proficiency in programming languages and a detailed knowledge of the application being programmed

Programmer/Analyst III

Functional Responsibility: Designs, develops, implements, and maintains complex business, accounting, and management information systems in both centralized and networked environments. Typically works on more complex assignments that require nonstandard programming techniques and/or extensive knowledge of specific development tools. Evaluates user requests for new or modified programs to determine feasibility, cost, and time requirements, and the compatibility with existing systems and capabilities. Determines programming specifications. May be a senior programmer in and IS unit devoted primarily to maintaining existing applications. Provides assistance to lower-level analyst/programmers.

Experience Requirements: Three to seven years related experience.

Education Requirements: Bachelor's degree in business, management information systems, or computer science. Requires proficiency in two or more programming languages.

Programmer/Analyst IV

Functional Responsibility: Designs, develops, implements, and maintains complex business, accounting, and management information systems in both centralized and networked environments. Typically works on more complex assignments that require nonstandard programming techniques and/or extensive knowledge of specific development tools. Evaluates user requests for new or modified programs to determine feasibility, cost, and time requirements, and the compatibility with existing systems and capabilities. Determines programming specifications. May be a senior programmer in and IS unit devoted primarily to maintaining existing applications. Provides assistance to lower-level analyst/programmers.

Experience Requirements: Eight years of related experience.

Education Requirements: Bachelor's degree in business, management information systems, or computer science. Requires proficiency in two or more programming languages.

Programmer/Analyst V

Functional Responsibility: Designs, develops, implements, and maintains complex business, accounting, and management information systems in both centralized and networked environments. Typically works on

more complex assignments that require nonstandard programming techniques and/or extensive knowledge of specific development tools. Evaluates user requests for new or modified programs to determine feasibility, cost, and time requirements, and the compatibility with existing systems and capabilities. Determines programming specifications. May be a senior programmer in and IS unit devoted primarily to maintaining existing applications. Provides assistance to lower-level analyst/programmers.

Experience Requirements: Ten years of related experience.

Education Requirements: Bachelor's degree in business, management information systems, or computer science. Requires proficiency in two or more programming languages.

Project Manager I

Functional Responsibility: Serves as the project manager for relatively small task orders (or a group of task orders affecting the same common/standard/migration system). Performs enterprise wide horizontal integration planning and interfaces to other functional systems. Assists the Program Manager in working with customer representatives and management staff. Under the guidance of the Program Manager, responsible for the overall management of the specific task order(s) and insuring that the technical solutions and schedules in the task order are implemented in a timely manner.

Experience Requirements: Four years must be specialized experience.

Education Requirements: Bachelor's degree, or equivalent, in computer science, information systems, engineering, business, or other related discipline.

Project Manager II

Functional Responsibility: Serves as the project manager for small to medium task orders (or a group of task orders affecting the same common/standard/migration system). Performs enterprise wide horizontal integration planning and interfaces to other functional systems. Assists the Program Manager in working with customer representatives and management staff. Under the guidance of the Program Manager, responsible for the overall management of the specific task order(s) and insuring that the technical solutions and schedules in the task order are implemented in a timely manner.

Experience Requirements: Six years must be specialized experience with three in project management.

Education Requirements: Bachelor's degree, or equivalent, in computer science, information systems, engineering, business, or other related discipline.

Project Manager III

Functional Responsibility: Serves as the project manager for medium sized task orders (or a group of task orders affecting the same common/standard/migration system). Performs enterprise wide horizontal integration planning and interfaces to other functional systems. Assists the Program Manager in working with customer representatives and management staff. Under the guidance of the Program Manager, responsible for the overall management of the specific task order(s) and insuring that the technical solutions and schedules in the task order are implemented in a timely manner.

Experience Requirements: Ten years of professional experience, with at least four years must be specialized experience in project management.

Education Requirements: Bachelor's degree, or equivalent, in computer science, information systems, engineering, business, or other related discipline.

Project Manager IV

Functional Responsibility: Serves as the project manager for medium sized task orders (or a group of task orders affecting the same common/standard/migration system). Performs enterprise wide horizontal integration planning and interfaces to other functional systems. Assists the Program Manager in working with customer representatives and management staff. Under the guidance of the Program Manager, responsible for the overall management of the specific task order(s) and insuring that the technical solutions and schedules in the task order are implemented in a timely manner. Works with users to identify current operating procedures and clarify program objectives. Outlines steps required for program development, including diagrams and charts. Writes program documentation and user operations guidelines. May team with external consultants in the development of unique application that meet customer's requirements.

Provides technical guidance to lower-level analyst/programmers.

Experience Requirements: Eight to ten years related experience with six or more years of management experience.

Education Requirements: Bachelor's degree in a related area. Requires knowledge of and familiarity with programming techniques, networked and centralized operating systems, and the capabilities of enterprise database products and development suites. Requires detailed and comprehensive knowledge of customer's applications and systems.

Project Manager V

Functional Responsibility: Consults with user management and technical staff as necessary to clarify program intent, identify problems, suggest changes, and determine required coding. Outlines steps required for program development, including diagrams and charts. Writes program documentation and user operations guidelines. Leads lower-level analyst/programmers and other technical staff on a large, complex internal development project or serves as lead analyst/programmer on numerous smaller projects and systems. Typically a senior internal technical consultant who directs program development in complex application and systems where existing architectures and techniques provide little guidance. Prescribes standards to simplify interpretation of programs and documentation. Supervises preparation of records and reports. May train lower-level programmers in advanced techniques.

Experience Requirements: Twelve plus year's experience and expert knowledge of specific applications and lines of business, and eight years of management experience.

Education Requirements: Bachelor's degree in a related area.

Project Supervisor I

Functional Responsibility: Manages administrative support functions on a contract. Supervises personnel who provide administrative services. May supervise fulfillment, if any. Generally oversees distribution of organization's products. May have responsibility for warehousing products and maintaining inventory.

Experience Requirements: Nine plus years related experience.

Education Requirements: Education beyond high school diploma.

Project Supervisor II

Functional Responsibility: Designs, plans and coordinates work teams. Provides technical support to project team members. Relies on experience and judgment to plan and accomplish goals. Generally manages a group of technical personnel. Typically reports to senior manager.

Experience Requirements: One to three years experience in the field.

Education Requirements: Bachelor's degree in a related area.

Quality Assurance Technician I

Functional Responsibility:

Inspects and reviews work product and Quality Assurance documentation for consistency, accuracy and adherence to prescribed standards. Assists in maintaining and monitoring product quality and defect records. Ensures compliance with established procedures, standards and contract requirements.

Experience Requirements: Two years Quality Assurance experience.

Education Requirements: Associate's degree. Requires knowledge of and familiarity with MS Office software. Good oral and written communications skills are required.

Quality Assurance Technician II

Functional Responsibility: Responsibilities include assisting in Quality Assurance efforts to include audits, reviews and inspections. Reviews program documentation for consistency, accuracy and adherence to prescribed standards. Assists in maintaining and monitoring the work products, action items and defects. Ensures compliance with established procedures and standards. Performs other tasks as directed, to include Configuration Management support and special projects.

Experience Requirements: Three years Quality Assurance experience.

Education Requirements: Associate's degree. Requires knowledge of and familiarity with SEI CMM

practices and automated QA/CM tools. Good oral and written communications skills and working knowledge of MS Office software are required.

Quality Assurance Technician III

Functional Responsibility: Performs day-to-day CM and quality assurance/quality control of application development. This position is in support of application development to meet functional needs of the customer's requirements. Participates in system design and specification meetings to establish an adequate CM and quality control program.

Experience Requirements: Four years of experience in CM and quality assurance for a system design and implementation project.

Education Requirements: Associate's degree in associated discipline or equivalent experience is required. Requires knowledge of and familiarity with SEI CMM practices and automated Quality Assurance/CM tools.

Quality Assurance Technician IV

Functional Responsibility: Responsibilities include assisting in Quality Assurance efforts to include audits, reviews and inspections. Reviews program documentation for consistency, accuracy and adherence to prescribed standards. Assists in maintaining and monitoring the work products, action items and defects. Ensures compliance with established procedures and standards. Performs other tasks as directed, to include proposal preparation, new business activities, Configuration Management support and special projects.

Experience Requirements: Five years experience in software Quality Assurance procedures.

Education Requirements: Associate's degree in associated discipline or equivalent experience is required. Requires knowledge of and familiarity with MS Office software and excellent oral and written communications skills are required. Understanding of SEI CMM practices and automated Quality Assurance/CM tools.

Quality Assurance Technician V

Functional Responsibility: Works with a team of software testers developing and implementing testing schemes for applications developed in a 3-tier architecture. The candidate will be involved with all levels of software quality assurance. Should be self-motivated and a team-player with strong interpersonal skills. Should also be highly analytical and detail oriented.

Experience Requirements: Two years experience in Software Quality Assurance.

Education Requirements: Bachelor's degree in Computer Science. Requires knowledge of and familiarity with the design, development, and implementation of testing programs using automated testing tools. Strong communication skills (oral, written and listening).

Security Analyst III

Functional Responsibility: Develop, implement and manage comprehensive Information Systems Assurance Programs that satisfy all client regulatory requirements, legislative mandates, and performance goals with specific focus on information systems security (ISS) policy maintenance, development, review and update. Develop, implement, and maintain firewall technologies that secure an organization's intranet and/or internet sites. Define network security issues, develop plans and procedures, and ensure safety and privacy of newly developed internet and intranet sites. Create, modify, and delete user profiles and other access controls. Review security logs and violation reports. Review FBI National Infrastructure Protection Center bulletins. Identify systems including major applications and general support systems. Analyze data sensitivity of non-sensitive, sensitive and classified systems. Assess system vulnerability for risk identification and threat assessment. Identify Risk management responsibility, accountability, and reduction of risk. Implement security control measures for cost-effective, compliant, internal and external controls for management, personnel, development, acquisition, operations, training, and technical aspects of a system. Develop test and evaluation, continuity of operations for business resumption, disaster recovery, and incident response purposes including team identification, responsibilities, and reporting. Be aware of training program development and presentation. Monitor LAN/WAN/Firewall security, access control, and virus redemption. Responsible for keeping abreast of ISS goals. A certain degree of creativity and latitude is

required. Works under general supervision; typically reports to a manager.

Experience Requirements: Seven to ten years experience in the field or in a related area. Must be familiar with standard concepts, practices, and procedures within a particular field.

Education Requirements: Bachelor's degree in a related area.

Security Analyst IV

Functional Responsibility: Develop, implement and manage comprehensive Information Systems Assurance Programs that satisfy all client regulatory requirements, legislative mandates, and performance goals with specific focus on information systems security (ISS) policy maintenance, development, review and update. Develop, implement, and maintain firewall technologies that secure an organization's intranet and/or internet sites. Define network security issues, develop plans and procedures, and ensure safety and privacy of newly developed internet and intranet sites. Create, modify, and delete user profiles and other access controls. Review security logs and violation reports. Review FBI National Infrastructure Protection Center bulletins. Identify systems including major applications and general support systems. Analyze data sensitivity of non-sensitive, sensitive and classified systems. Assess system vulnerability for risk identification and threat assessment. Identify Risk management responsibility, accountability, and reduction of risk. Implement security control measures for cost-effective, compliant, internal and external controls for management, personnel, development, acquisition, operations, training, and technical aspects of a system. Develop test and evaluation, continuity of operations for business resumption, disaster recovery, and incident response purposes including team identification, responsibilities, and reporting. Be aware of training program development and presentation. Monitor LAN/WAN/Firewall security, access control, and virus redemption. Responsible for keeping abreast of ISS goals. A certain degree of creativity and latitude is required. Works under general supervision; typically reports to a manager.

Experience Requirements: Ten plus years of experience. Must be familiar with standard concepts, practices, and procedures within a particular field.

Education Requirements: Bachelor's degree in a related area.

Software Engineer I

Functional Responsibility: Designs and codes software components, units, and modules that meet products specification and development schedules. Tests and debugs assigned components and units. Participates in large system and subsystem planning. Adheres to products build and release schedules and strategies. Acts as a technical resource for lower-level developers.

Experience Requirements: Three to five years software development experience.

Education Requirements: Bachelor's degree in computer science, electrical engineering, math, or an equivalent field. Requires comprehensive knowledge of one or more platforms and operating systems, and of programming languages such as C and C++. Typically requires knowledge of one or more systems architectures such as client/server and distributed processing.

Software Engineer II

Functional Responsibility: Develops technical designs and specifications for software products. Researches and integrates design strategies, product specifications, development schedules, and user expectations into products capabilities. Uses software development technologies and tools to build, test, and maintain products modules, components, and subsystems. May provide products demonstrations and participate in trade shows and seminars. May require interaction with customers, vendors, and external development partners. Provides technical leadership to lower-level developers.

Experience Requirements: Five to seven years software products development experience.

Education Requirements: Engineering or computer science degree, masters desirable.

Software Engineer IV

Functional Responsibility: Oversees technical design, development, and implementation of projects and/or major software products and systems of greater size and complexity than projects overseen by Software Engineer III. Assists in defining architecture requirements and establishing standard for design and development. Consults with management and customers regarding product feasibility and viability of

products plans and designs. Factors emerging technologies and products supportability into design and implementation. Serves as primary technical resource to development team. May act as team leader in prioritizing group tasks, determining individual assignments, and reviewing work of lower-level developers. Provides products demonstrations and participates in trade shows, seminars, industry panels, and user group meetings. Interacts with customers regarding strategies, requirements, problem solving, and support. This is normally the senior non-management, or supervisory developer level.

Experience Requirements: Nine to twelve years of software product development experience.

Education Requirements: Advanced degree, such as a master's degree or doctorate degree. Requires expert knowledge of specific products, systems, and lines of business.

Software Engineer V

Functional Responsibility: Oversees technical design, development, and implementation of large projects and/or major software products and systems of greater size, and complexity than projects overseen by Software Engineer IV. Assists in defining architecture requirements and establishing standard for design and development. Consults with management and customers regarding product feasibility and viability of products plans and designs. Factors emerging technologies and products supportability into design and implementation. Serves as primary technical resource to development team. May act as team leader in prioritizing group tasks, determining individual assignments, and reviewing work of lower-level developers. Provides products demonstrations and participates in trade shows, seminars, industry panels, and user group meetings. Interacts with customers regarding strategies, requirements, problem solving, and support. Assists the Program and Project Manager as needed, this is normally the senior management developer level.

Experience Requirements: Thirteen plus years software product development experience.

Education Requirements: Advanced degree, such as a master's degree or doctorate degree. Requires expert knowledge of specific products, systems, and lines of business.

Software Quality Assurance I

Functional Responsibility: Develops, publishes, and implements test plans. Writes and maintains test automation. Develops quality assurance standards. Defines and tracks quality assurance metrics such as defect densities and open defect counts. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. A certain degree of creativity and latitude is required. Works under general supervision; typically reports to a manager.

Experience Requirements: One to two years experience working in software quality assurance methodology. Familiar with NT, UNIX and/or Solaris environments.

Education Requirements: Bachelor's degree. Should have knowledge of the software development process in one or more programming languages.

Software Quality Assurance II

Functional Responsibility: Develops, publishes, and implements test plans. Writes and maintains test automation. Develops quality assurance standards. Defines and tracks quality assurance metrics such as defect densities and open defect counts. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. A certain degree of creativity and latitude is required. Works under general supervision; typically reports to a manager.

Experience Requirements: Three to five years experience working in software quality assurance methodology. Familiar with NT, UNIX and/or Solaris environments.

Education Requirements: Bachelor's degree. Should have knowledge of the software development process in one or more programming languages.

Software Quality Assurance IV

Functional Responsibility: Develops, publishes, and implements test plans. Writes and maintains test automation. Develops quality assurance standards. Defines and tracks quality assurance metrics such as defect densities and open defect counts. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. A certain degree of creativity and latitude is required. May lead and direct the work of others. Works under general supervision; typically reports to a manager.

Experience Requirements: Nine to ten years of experience working in software quality assurance methodology. Familiar with NT, UNIX and/or Solaris environments.

Education Requirements: Bachelor's degree. Should have knowledge of the software development process in one or more programming languages, and an understanding of mainframe and client/server technologies.

Strategic Planning and Analysis I

Functional Responsibility: Applies knowledge of the entire customer organization to assist senior analysts to recommend and coordinate the development, enhancement and maintenance of the enterprise. Helps shape strategic goals supporting the organizational mission. Assists in planning, developing and coordinating strategic planning process. Analyzes the business strategies, process and operations. Develops innovative solutions and alternatives. Develops technology forecasts and researches industry trends and developments.

Experience Requirements: Less than one year experience.

Education Requirements: Bachelor's degree, BA/BS.

Strategic Planning and Analysis II

Functional Responsibility: Applies knowledge of the entire customer organization to assist senior analysts to recommend and coordinate the development, enhancement and maintenance of the enterprise. Helps shape strategic goals supporting the organizational mission. Assists in planning, developing and coordinating strategic planning process. Analyzes the business strategies, process and operations. Develops innovative solutions and alternatives. Develops technology forecasts and researches industry trends and developments.

Experience Requirements: Less than three years experience.

Education Requirements: Bachelor's degree, BA/BS.

Strategic Planning and Analysis III

Functional Responsibility: Applies knowledge of the entire customer organization to assist senior analysts to recommend and coordinate the development, enhancement and maintenance of the enterprise. Helps shape strategic goals supporting the organizational mission. Assists in planning, developing and coordinating strategic planning process. Analyzes the business strategies, process and operations. Develops innovative solutions and alternatives. Develops technology forecasts and researches industry trends and developments.

Experience Requirements: Less than five years experience.

Education Requirements: Masters' degree.

Subject Matter Specialist I

Functional Responsibility: Assists Subject Matter Specialist II in gathering data, performing analysis, preparing recommendations, reports and papers in IS/IT and telecommunications systems.

Experience Requirements: Two to three years experience in IS/IT or telecommunications systems as a consultant, project manager, systems engineer, lead analyst etc.

Education Requirements: Bachelor's degree, BA or BS in IS/IT or Telecommunications Systems. Appropriate experience may be substituted for education.

Subject Matter Specialist II

Functional Responsibility: Gathers data, performs analysis, develops solutions, makes recommendations and prepares design/development plans, reports and papers the area of IS/IT and telecommunications systems. Assists in preparing for consultations with clients and preparation of advice on implementation of programs.

Experience Requirements: Four to six years experience in IS/IT or telecommunications systems in a lead position, i.e. consultant, project manager, systems engineer, lead analyst etc. Certification in IS/IT or telecommunications systems by appropriate professional body or certifying agency may be substituted for education.

Education Requirements: Bachelor's degree, BA or BS in IS/IT or Telecommunications Systems. Appropriate experience may be substituted for education.

Subject Matter Specialist III

Functional Responsibility: Provides direction to Specialist II in data gathering, suggests possible sources

of information or strategic guidance; lays out plan for the analysis of IS/IT and telecommunications systems. Coordinates the analysis and design effort. Participates in consultations with clients, and the providing of advice on implementation of programs. Oversees implementation of programs.

Experience Requirements: Seven to ten years experience in IS/IT or telecommunications systems as a group leader, i.e. senior consultant, project manager, systems engineer, lead analyst etc.

Education Requirements: Bachelor's degree, BA or BS in IS/IT or telecommunications systems. Certification in IS/IT or Telecommunications Systems by appropriate professional body or certifying agency may be substituted for education. Appropriate experience may be substituted for education.

Subject Matter Specialist IV

Functional Responsibility: Oversees efforts of lower level specialists. Has supervisory authority over other specialists. Gives first approval to plans, designs and analyses of IS/IT and telecommunications systems. Leads consultation efforts with clients, and supervises the implementation of programs. Leads the design/development process.

Experience Requirements: Eleven to fifteen years experience in IS/IT or telecommunications systems as a project leader, i.e. senior project consultant, lead project manager, lead systems engineer, chief analyst etc.

Education Requirements: MA or MS in IS/IT or Telecommunications Systems. Appropriate experience may also be substituted for education.

Subject Matter Specialist V

Functional Responsibility: Directs overall IS/IT and telecommunications systems projects. Reviews analysis, plans, and design documents. Has final approval of analysis, plan and design of IS/IT and telecommunications systems projects in consultation with the client. Oversees implementation of IS/IT and telecommunications systems programs. Participates in design process, and has overall responsibility for design and implementation.

Experience Requirements: Fifteen plus years experience in IS/IT or telecommunications systems as a project/program leader, i.e. senior program consultant, program manager, fellow systems engineer, senior project analyst etc.

Education Requirements: MS, or Ph.D. in IS/IT or Telecommunications Systems. Appropriate experience may also be substituted for education.

Systems Engineer I

Functional Responsibility: Provides analysis related to the design, development, and implementation of hardware for products. Develops test strategies, devices, and systems. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Typically reports to a supervisor or manager.

Experience Requirements: None to two years of experience in the field or in a related area. Have knowledge of commonly used concepts, practices, and procedures within a particular field.

Education Requirements: Bachelor's degree in area of specialty.

Systems Engineer II

Functional Responsibility: Provides analysis related to the design, development, and implementation of hardware for products. Develops test strategies, devices, and systems. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. A certain degree of creativity and latitude is required. Works under general supervision. Typically reports to a supervisor or manager.

Experience Requirements: Three to five years experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field.

Education Requirements: Bachelor's degree in area of specialty.

Systems Engineer IV

Functional Responsibility: Provides analysis related to the design, development, and implementation of hardware for products. Develops test strategies, devices, and systems. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. A wide degree of creativity and latitude

is expected. May lead and direct the work of others. Typically reports to a manager or head of a unit/department.

Experience Requirements: Nine to ten years experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures.

Education Requirements: Bachelor's degree.

Systems Engineer V

Functional Responsibility: Provides analysis related to the design, development, and implementation of hardware for products. Develops test strategies, devices, and systems. on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. A wide degree of creativity and latitude is expected. May lead and direct the work of others. Typically reports to a manager or head of a unit/department.

Experience Requirements: Ten plus years experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies

Education Requirements: Bachelor's degree.

Technical Matter Specialist I

Choose subject matter desired from A or B:

1. Functional Responsibility:

A: Technical matter knowledge in Telecommunications/IP networks. Assists senior engineers in the design and analysis of telecommunications/IP networks. Develops knowledge of equipment, protocols, and operating standards to assist in analyzing and configuring interconnected packet-switched and circuit-switched networks.

B: Technical matter knowledge for specific customer service fields. Specialized training and experience in customer's area of expertise, as well as with telecommunication system or interactive center. Provides detailed information in specialized area to the customer's focus group using knowledge base and data provided by customer.

2. Experience Requirements:

A.: None to one year related experience.

B.: Four to five years specific field experience.

3. Education Requirements: Bachelor's degree in engineering or computer science or equivalent experience and education.

Technical Matter Specialist II

Choose subject matter desired from A or B:

Functional Responsibility:

A: Technical matter knowledge in Telecommunications/IP networks. Designs and develops voice, data, and multi-media communications networks. Analyzes network topologies and traffic and capacity requirements. Incorporates capabilities of next generation transmission, switching, and routing equipment. Specifies router configuration. Ensures network integration across all its components, typically including ATM, IP routers, circuit switches, traffic shapers, cache servers, and gateways. Documents network design and topology and procedures for cost and performance analyses.

B: Technical matter knowledge for specific customer service fields. Specialized training and experience in customer's area of expertise, as well as with telecommunication system or interactive center. Provides detailed information in specialized area to the customer's focus group using knowledge base and data provided by customer.

Experience Requirements:

A.: Two to three years network engineering experience.

B.: Six to seven years specific field experience.

Education Requirements: Bachelor's degree in engineering or computer science or equivalent experience and education.

Technical Matter Specialist III

Choose subject matter desired from A or B:

Functional Responsibility:

A: Technical matter knowledge in Telecommunications/IP networks. Designs and develops voice, data, and multi-media communications networks. Analyzes network topologies and traffic and capacity requirements. Incorporates capabilities of next generation transmission, switching, and routing equipment. Specifies router configuration. Ensures network integration across all its components, typically including ATM, IP routers, circuit switches, traffic shapers, cache servers, and gateways. Documents network design and topology and procedures for cost and performance analyses.

B: Technical matter knowledge for specific customer service fields. Specialized training and experience in customer's area of expertise, as well as with telecommunication system or interactive center. Provides detailed information in specialized area to the customer's focus group using knowledge base and data provided by customer. May assist project managers in presenting collected data to consumer groups or government agencies.

Experience Requirements:

A.: Four to six years network engineering experience.

B.: Eight to ten years specific field experience.

Education Requirements: Bachelor's degree in engineering or computer science or equivalent experience and education.

Technical Matter Specialist IV

Choose subject matter desired from A or B:

Functional Responsibility:

A: Technical matter knowledge in Telecommunications/IP networks. Designs more complex communications networks. Employs expert knowledge of voice and data transport facilities, protocols, operating systems, and standard and regulations for public and private data networks. Projects usage and required capacities based on analysis of existing and emerging products and services. Locates, evaluates, and specifies products, services, and vendors. Works with vendors to evaluate new products and resolve equipment design problems. Prepares reports as necessary to inform and advise senior technical staff and management.

B: Technical matter knowledge for specific customer service fields. Specialized training and experience in customer's area of expertise, as well as with telecommunication system or interactive center. Provides detailed information in specialized area to the customer's focus group using knowledge base and data provided by customer. May assist project managers in presenting collected data to consumer groups or government agencies.

Experience Requirements:

A.: Seven to nine years network engineering and design experience.

B.: Ten to twelve years specific field experience.

Education Requirements: Bachelor's degree in engineering or computer science or equivalent experience and education.

Technical Matter Specialist V

Choose subject matter desired from A or B:

Functional Responsibility:

A: Technical matter knowledge in Telecommunications/IP networks. Designs more complex communications networks. Employs expert knowledge of voice and data transport facilities, protocols, operating systems, and standard and regulations for public and private data networks. Projects usage and required capacities based on analysis of existing and emerging products and services. Locates, evaluates, and specifies products, services, and vendors. Works with vendors to evaluate new products and resolve equipment design problems. Prepares reports as necessary to inform and advise senior technical staff and

management.

B: Technical matter knowledge for specific customer service fields. Specialized training and experience in customer's area of expertise, as well as with telecommunication system or interactive center. Provides detailed information in specialized area to the customer's focus group using knowledge base and data provided by customer. May assist project managers in presenting collected data to consumer groups or government agencies.

Experience Requirements:

A.: Ten plus years network engineering and design experience.

B.: Twelve plus years specific field experience.

Education Requirements: Bachelor's degree in engineering or computer science or equivalent experience and education.

Technical Writer/Documentation Specialist I

Functional Responsibility: Prepares and/or maintains documentation pertaining to programming, systems operation and user documentation. Translates business specifications into user documentation. Plans, writes, and maintains systems and user support documentation efforts, including online help screen. Relies on instructions and pre-established guidelines to perform the functions of the job. Little creativity is required. Works under immediate supervision. Typically reports to a supervisor or manager.

Experience Requirements: None to two years of experience in the field or in a related area. Have knowledge of commonly used concepts, practices, and procedures within a particular field.

Education Requirements: Associate's degree in a related area. Must understand grammar and rational specifically applied to business communication.

Technical Writer/Documentation Specialist II

Functional Responsibility: Prepares and/or maintains documentation pertaining to programming, systems operation and user documentation. Translates business specifications into user documentation. Plans, writes, and maintains systems and user support documentation efforts, including online help screen. Relies on instructions and pre-established guidelines to perform the functions of the job. Little creativity is required. Must understand grammar and rational specifically applied to business communication. Works under immediate supervision. Typically reports to a supervisor or manager.

Experience Requirements: Three to five years experience in the field or in a related area. Have knowledge of commonly used concepts, practices, and procedures within a particular field.

Education Requirements: Associate's degree in a related area.

Technical Writer/Documentation Specialist III

Functional Responsibility: Prepares and/or maintains documentation pertaining to programming, systems operation and use documentation. Translates business specifications into user documentation. Plans, writes, and maintains systems and user support documentation efforts, including online help screen. Relies on instructions and pre-established guidelines to perform the functions of the job. Little creativity is required. Works under immediate supervision. Typically reports to a supervisor or manager.

Experience Requirements: Five to seven years experience in the field or in a related area. Have knowledge of commonly used concepts, practices, and procedures within a particular field.

Education Requirements: Bachelor's degree in a related area. Must understand grammar and rational specifically applied to business communication.

Technical Writer/Documentation Specialist IV

Functional Responsibility: Prepares and/or maintains documentation pertaining to programming, systems operation and user documentation. Translates business specifications into user documentation. Plans, writes, and maintains systems and user support documentation efforts, including online help screen. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. A wide degree of creativity and latitude is expected. May lead and direct the work of others. Typically reports to a manager.

Experience Requirements: Seven to nine years experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures.

Education Requirements: Bachelor's degree in a related area. Must understand grammar and rational specifically applied to business communication.

Technical Writer/Documentation Specialist V

Functional Responsibility: Prepares and/or maintains documentation pertaining to programming, systems operation and user documentation. Translates business specifications into user documentation. Plans, writes, and maintains systems and user support documentation efforts, including online help screen. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. A wide degree of creativity and latitude is expected. May lead and direct the work of others. Typically reports to a manager.

Experience Requirements: Ten plus years experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures.

Education Requirements: Bachelor's degree in a related area. Must understand grammar and rational specifically applied to business communication.

Trainer I

Functional Responsibility: Participates in, and conducts technical training programs. Determines training objectives. Writes training programs, including outline, text, handouts, and tests, and designs laboratory exercises. Lectures class on safety, installation, programming, maintenance, and repair of machinery and equipment, following outline, handouts and texts. Administers written and practical exams and writes performance reports to evaluate trainees' performance. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a manager.

Experience Requirements: None to two years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field.

Education Requirements: Bachelor's degree in a related area.

Trainer II

Functional Responsibility: Designs and conducts company training programs. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. A wide degree of creativity and latitude is expected. May lead and direct the work of others. May report directly to an executive or head of a unit/department.

Experience Requirements: Three to five years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures.

Education Requirements: Bachelor's degree in a related area.

Trainer III

Functional Responsibility: Participates in, and conducts technical training programs. Determines training objectives. Writes training programs, including outlines, text, handouts, tests, and designs laboratory exercises. Lectures class on safety, installation, programming, maintenance, and repair of machinery and equipment, following outline, handouts and texts. Administers written and practical exams and writes performance reports to evaluate trainees' performance. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. May report directly to an executive or head of a unit/department.

Experience Requirements: Five plus years of technical experience. Requires knowledge of and familiarity with a variety of the field's concepts, practices, and procedures.

Education Requirements: Bachelor's degree.

**TERMS AND CONDITIONS APPLICABLE TO
ELECTRONIC COMMERCE AND SUBSCRIPTION SERVICES (SPECIAL
IDENTIFICATION NUMBER 132-52)**

***NOTE: If offering IT Professional Services with E-Commerce, use SIN 132-51 and include Terms and Conditions applicable to the IT Professional Services offered.

1. SCOPE

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

2. ELECTRONIC COMMERCE CAPACITY AND COVERAGE

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

3. INFORMATION ASSURANCE

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

4. DELIVERY SCHEDULE

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

5. INTEROPERABILITY

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

6. ORDER

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

Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.

- b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

7. PERFORMANCE OF ELECTRONIC SERVICES

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

8. RESPONSIBILITIES OF THE CONTRACTOR

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

9. RIGHTS IN DATA

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

10. ACCEPTANCE TESTING

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

11. WARRANTY

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

The warranty shall commence upon the later of the following:

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

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

12. MANAGEMENT AND OPERATIONS PRICING

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

13. TRAINING

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

To be determined at task order level

14. MONTHLY REPORTS

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

15. ELECTRONIC COMMERCE SERVICE PLAN

- (a) Describe the electronic service plan and eligibility requirements.

In accordance with standard electronic commercial service plan and eligibility requirements.

- (b) Describe charges, if any, for additional usage guidelines.

In accordance with standard electronic commercial service plan and usage guidelines.

- (c) Describe corporate volume discounts and eligibility requirements, if any.

In accordance with standard electronic commerce service plan, volume discounts, and eligibility requirements.